BCM Rls 6.0

Advanced Paging Productivity Pack

Task Based Guide

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Advanced Paging Productivity Pack (APPP)

Overview

The Advanced Paging and Productivity Pack provides a number of features that can be utilised in a retail establishment. The features available are described below.

One Button Page: This feature allows a user to press a feature key or a sequence of keys on the telephones number pad, to initiate a pre-programmed page. The page is played in the appropriate paging zone that relates to a certain department or floor of a retail store.

One Button Text: This feature allows a user to press a feature key or a sequence of keys on the telephones number pad, to send a pre-programmed text message to a specific recipients telephones display. The configured feature codes each have a direct association with a specific text message. The recipient can respond to the message to indicate that they will be taking the required action based on the content of the message they have received. For example, this feature can be used to discreetly request specific supervisor assistance in a particular department where there is disruptive customer.

Text Paging: This feature allows a user to broadcast a defined text message to a number of configured sets. The feature can be invoked from a Customer Assistance Box (CAB) or invoked from a specified handset using Feature 970. An employee responds to the page and presses a button on the CAB to cancel the page.

Customer Assistance Page: This feature allows a customer to press a call button on a customer assistance box (CAB) to request assistance. The system plays the appropriate announcement to a specified page zone that could relate to a specific store department. An employee responds to the page and presses a button on the CAB to cancel the page.

Note: The Text Paging and Customer Assistance Page features can work simultaneously, when the CAB call button is pressed.

Schedule Page: The system can be pre programmed to play pre recorded page announcements automatically, to defined page zones, at pre defined times. This facility could be used to announce to customers that the store is about to close or to remind staff that a store delivery is due.

Required Information

To configure the features of the Advance Paging Productivity Pack you need to consider:

One Button Transfer facility / Customer Assistance Page

- The number of Custom Call Routing (CCR) Trees to be programmed with Park and Page features.
- The feature codes to be used. This will be based on the number of CCR Trees to be utilized. For example 16 feature codes will require a minimum configuration of 2 CCR Trees with 8 nodes on each tree.
- The Page Zones to be used.
- The Page Greeting announcements to be used.

Text Messaging

- The text messages to be utilized.
- The feature codes to be associated with the text messages.
- The DN's the text messages will be sent to.

Text Paging

- The text messages to be utilized.
- The configured DNs to be associated with the text message.
- The DNs that will be paged and receive the configured text message.

Schedule Page

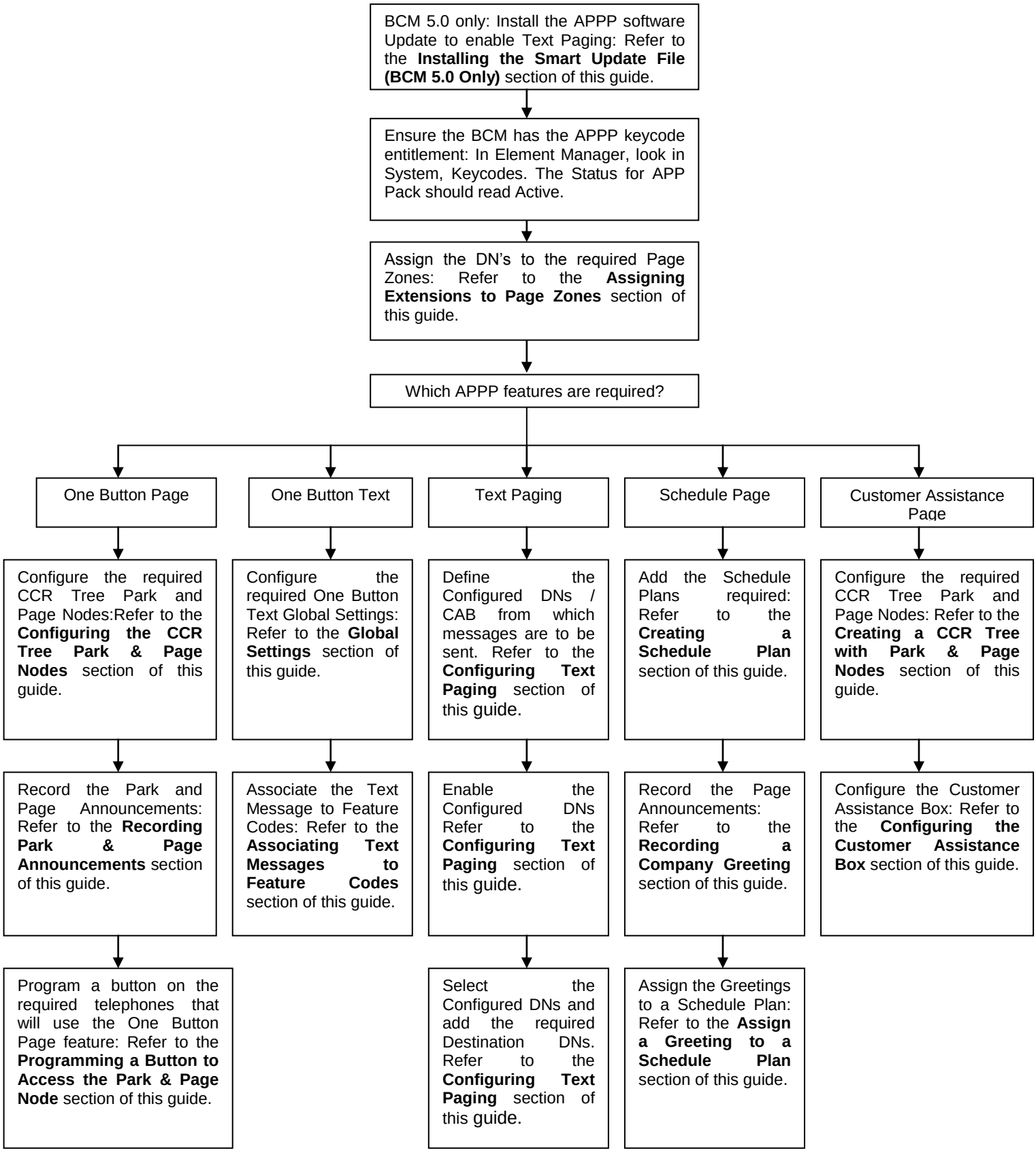
- The page announcement required that will be recorded as Company Greetings.
- The times / dates they will be played.

Business Communications Manager Pre-Requisites

- BCM200/400 4.0 and later software.
- BCM50 2.0 and later software.
- BCM450 1.0 and later software.
- BCM Release 5.0, 6.0
- Element Manager / Business Element Manager.
- The BCM should have the necessary smart update files applied to enable the APPP feature.
- For BCM Release 5.0 only, two smart updates are available that provide the Text Paging facility.
    - BCM50: BCM050.R500.SU.System-002.200912 or higher
    - BCM450: BCM450.R500.SU.System-002.200912 or higher
- Keycode entitlement for Advanced Paging Productivity Pack.

Flow Chart

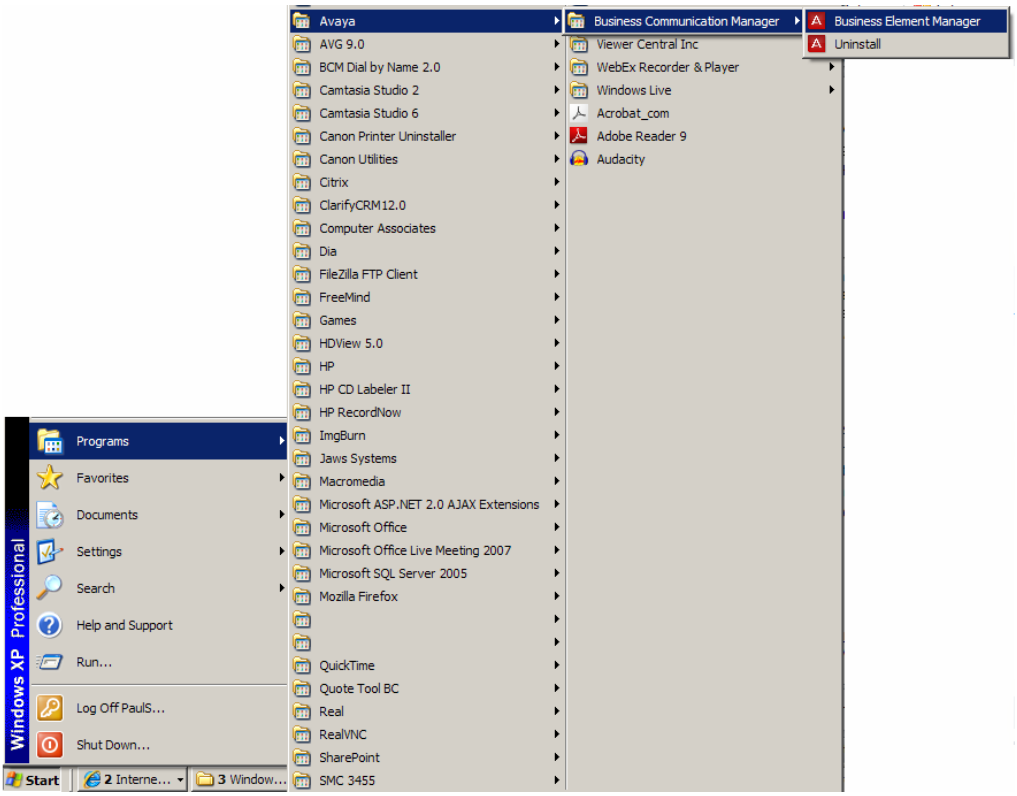
The following flowchart depicts the relevant procedure for APPP setup:


BCM 5.0 only: Install the APPP software Update to enable Text Paging: Refer to the **Installing the Smart Update File (BCM 5.0 Only)** section of this guide.
Ensure the BCM has the APPP keycode entitlement: In Element Manager, look in System, Keycodes. The Status for APP Pack should read Active.
Assign the DN's to the required Page Zones: Refer to the **Assigning Extensions to Page Zones** section of this guide.
Which APPP features are required?
One Button Page
One Button Text
Text Paging
Schedule Page
Customer Assistance Page
Configure the required CCR Tree Park and Page Nodes:Refer to the **Configuring the CCR Tree Park & Page Nodes** section of this guide.
Configure the required One Button Text Global Settings: Refer to the **Global Settings** section of this guide.
Define the Configured DNs / CAB from which messages are to be sent. Refer to the **Configuring Text Paging** section of this guide.
Add the Schedule Plans required: Refer to the **Creating a Schedule Plan** section of this guide.
Configure the required CCR Tree Park and Page Nodes: Refer to the **Creating a CCR Tree with Park & Page Nodes** section of this guide.
Record the Park and Page Announcements: Refer to the **Recording Park & Page Announcements** section of this guide.
Associate the Text Message to Feature Codes: Refer to the **Associating Text Messages to Feature Codes** section of this guide.
Enable the Configured DNs Refer to the **Configuring Text Paging** section of this guide.
Record the Page Announcements: Refer to the **Recording a Company Greeting** section of this guide.
Configure the Customer Assistance Box: Refer to the **Configuring the Customer Assistance Box** section of this guide.
Program a button on the required telephones that will use the One Button Page feature: Refer to the **Programming a Button to Access the Park & Page Node** section of this guide.
Select the Configured DNs and add the required Destination DNs. Refer to the **Configuring Text Paging** section of this guide.
Assign the Greetings to a Schedule Plan: Refer to the **Assign a Greeting to a Schedule Plan** section of this guide.

Accessing Business Element Manager

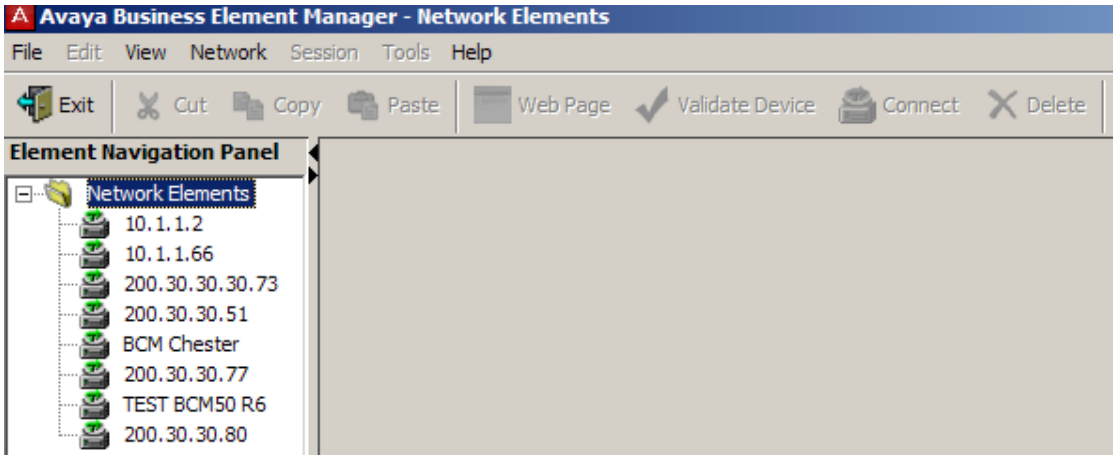
If Element Manager has not been installed please refer to the **Installing the Element Manager Application** section of the ***System Start Up Guide***.

1. To access the Business Element Manager application from the Start Menu, navigate to **Start**, **Programs**, **Avaya**, **Business Communications Manager**, **Business Element Manager**.

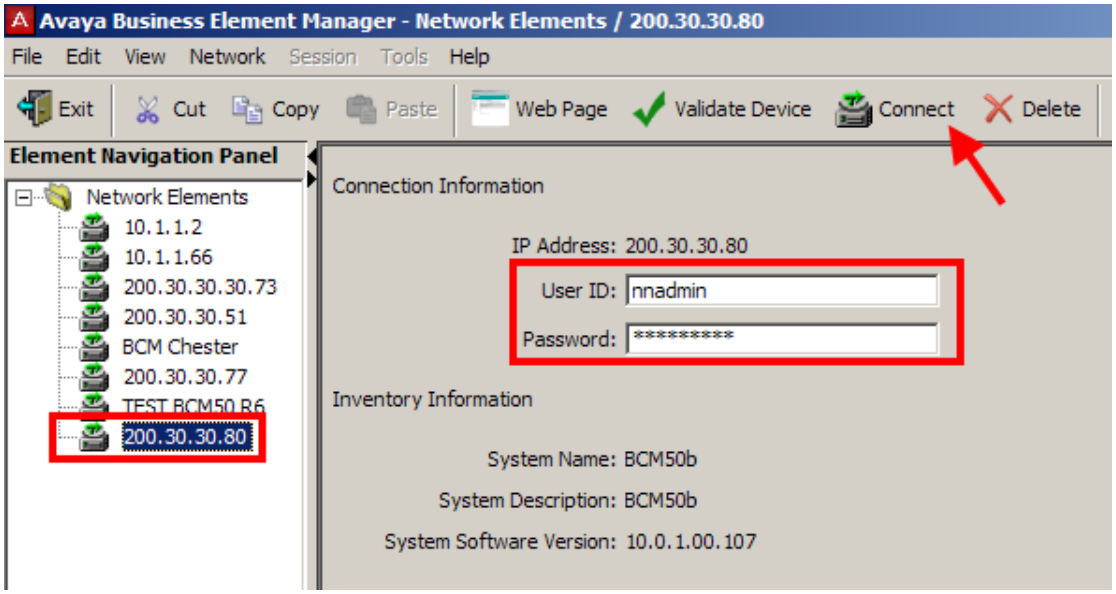


2. Alternatively, double-click on the **Business Element Manager** desktop icon.

3. You will be presented with the **Element Manager** interface.

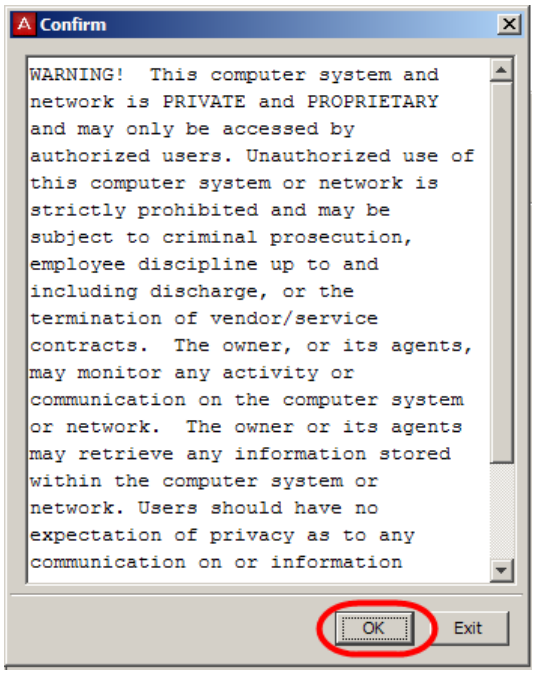


4. Open the **Network Elements** folder and select the IP Address of the BCM.

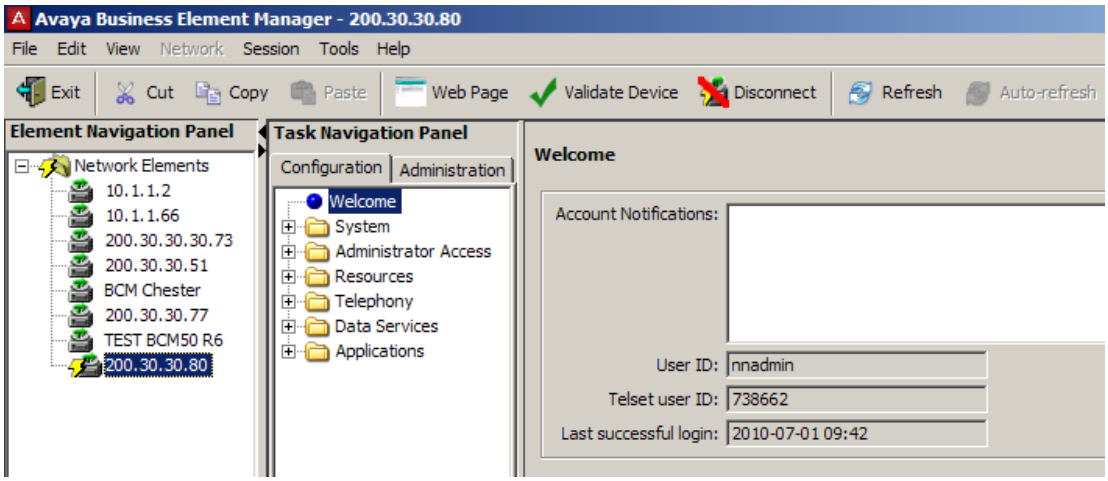


5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.

6. A warning screen will appear, read the warning and click **OK**.

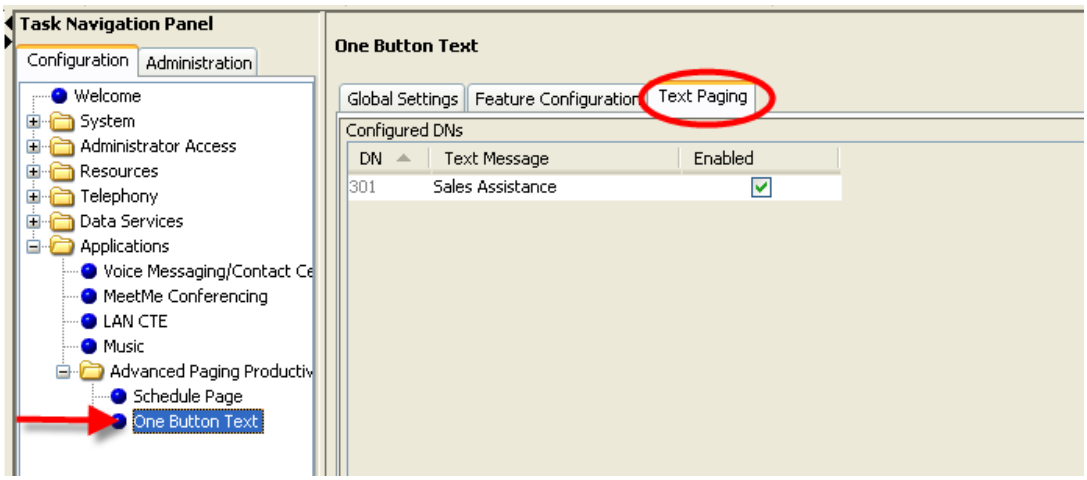

Confirm
WARNING! This computer system and network is PRIVATE and PROPRIETARY and may only be accessed by authorized users. Unauthorized use of this computer system or network is strictly prohibited and may be subject to criminal prosecution, employee discipline up to and including discharge, or the termination of vendor/service contracts. The owner, or its agents, may monitor any activity or communication on the computer system or network. The owner or its agents may retrieve any information stored within the computer system or network. Users should have no expectation of privacy as to any communication on or information
OK
Exit

7. You will be presented with the Element Manager interface.



Installing the Smart Update File (BCM 5.0 Only)

For BCM Release 5.0 systems, the Text Paging facility will be available once a Smart Update file has been applied to the BCM. To ascertain if the update file has been applied, navigate in the **Configuration** tab, to **Applications**, **Advanced Paging Productivity**, **One Button Text**. If the **Text Paging** tab is not visible next to the **Feature Configuration** tab, the Smart Update file enabling the Text Paging feature will need to be applied.

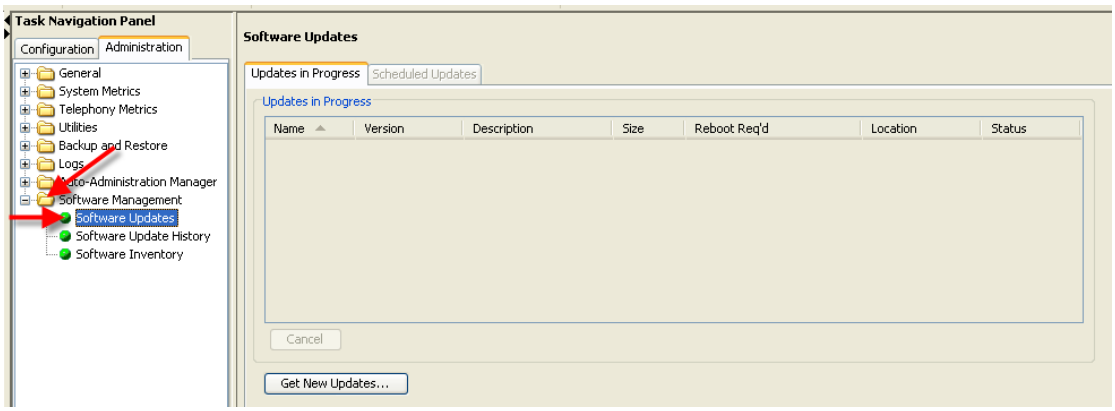


Note: The Smart Update files can be obtained from the Avaya Support Web site. Refer to the **Required Information** section of this guide for Smart Update file details.

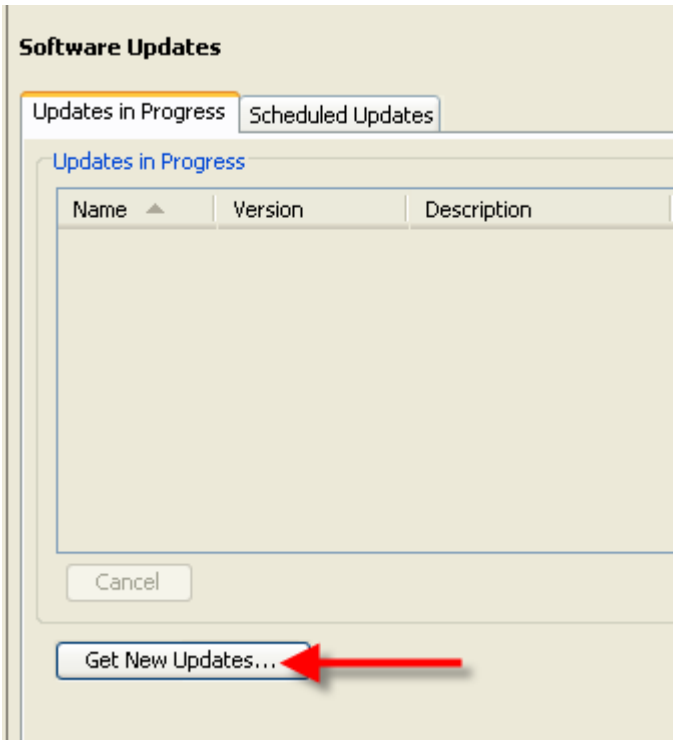
To install the file from Element Manager interface:

1. Login to the BCM via Element Manager.

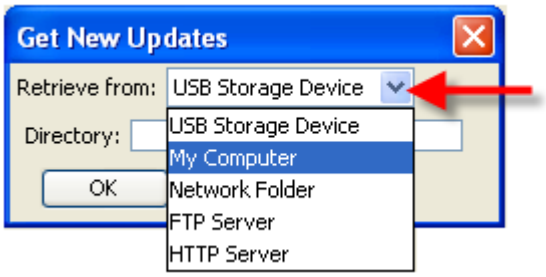
2. From the **Administration** tab open the **Software Management** folder and select the **Software Updates** link.



3. Click the **Get New Updates** button.

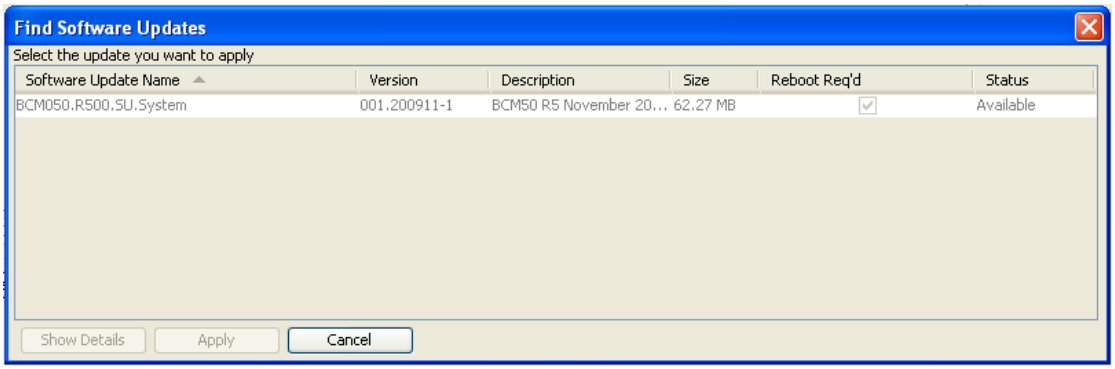


4. The **Get New Updates** box will appear. Click on the **Retrieve From** drop down box and select the location from which to obtain the update file.

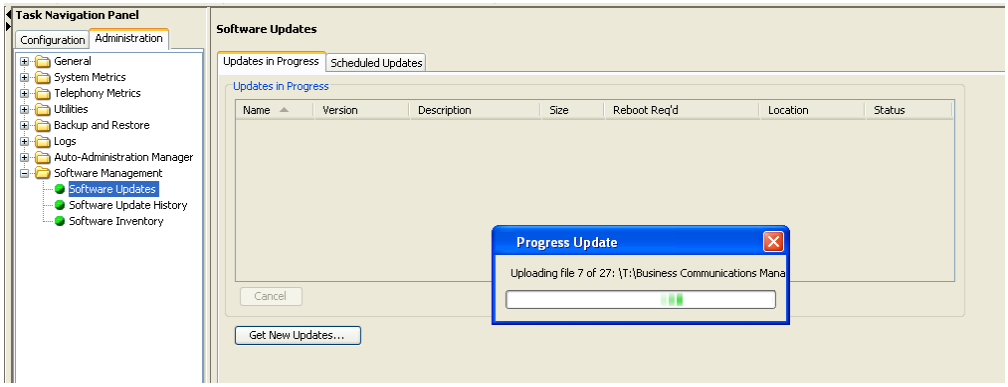


5. Click the **Browse** button and browse to the folder containing the update files. Select the update file and click **Apply**.

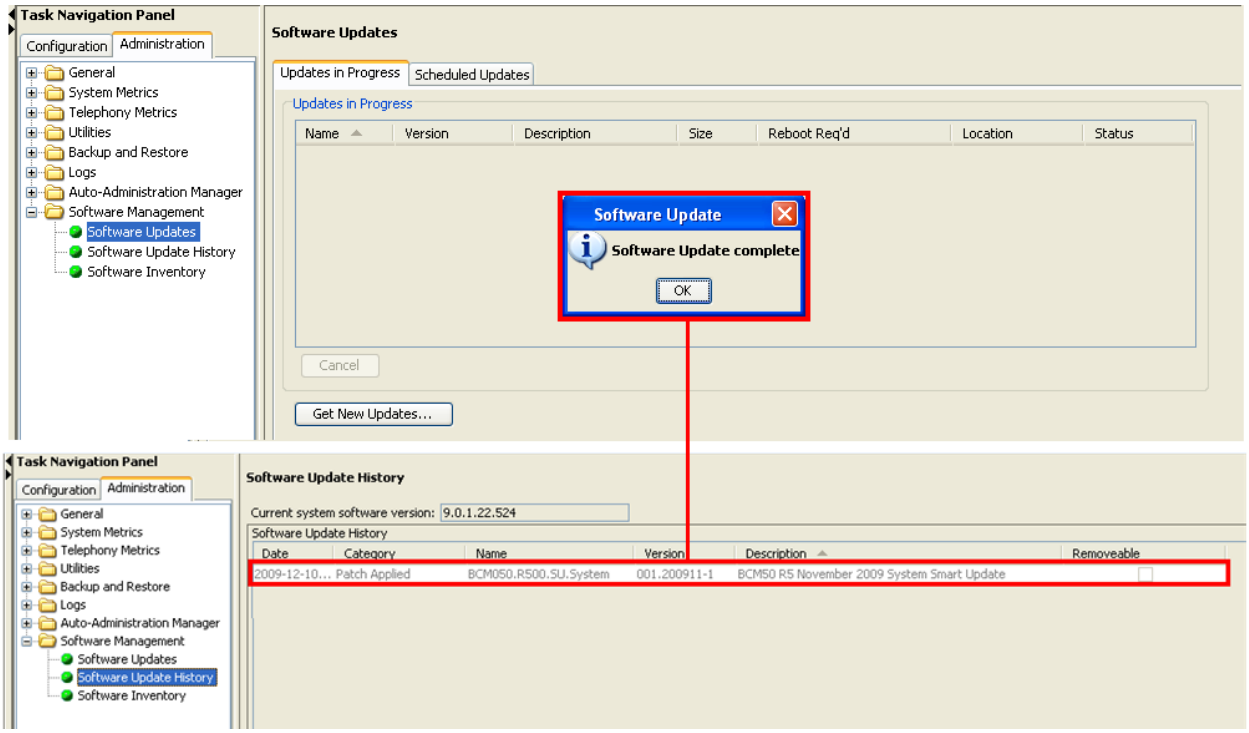
Note: That the Status of the files should be displayed as **Available**.



6. The update will proceed and its progress displayed.



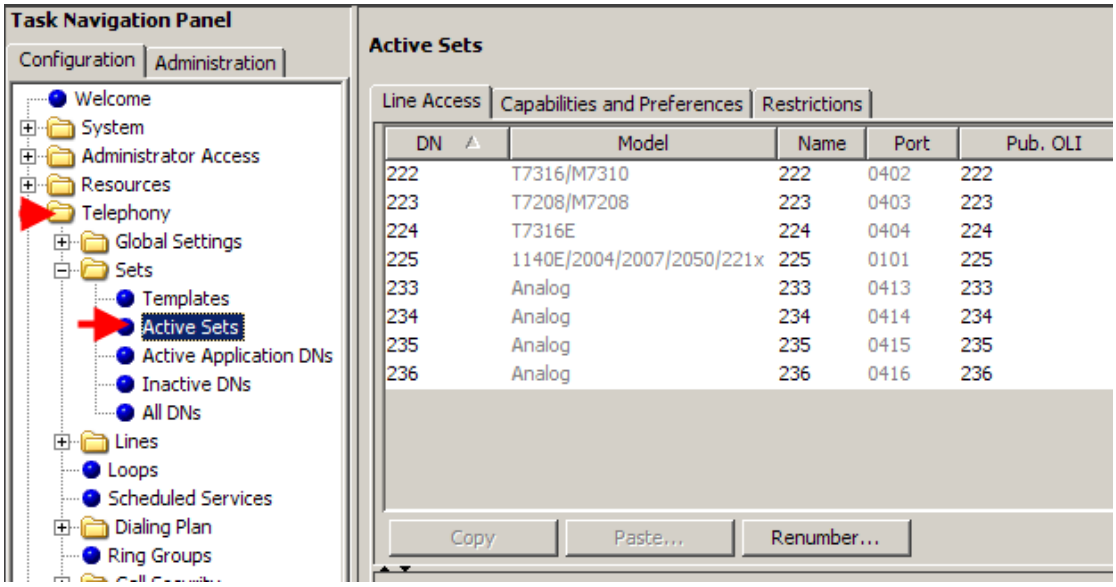
7. Once the update has completed it can be viewed by selecting the **Software Update History** link.



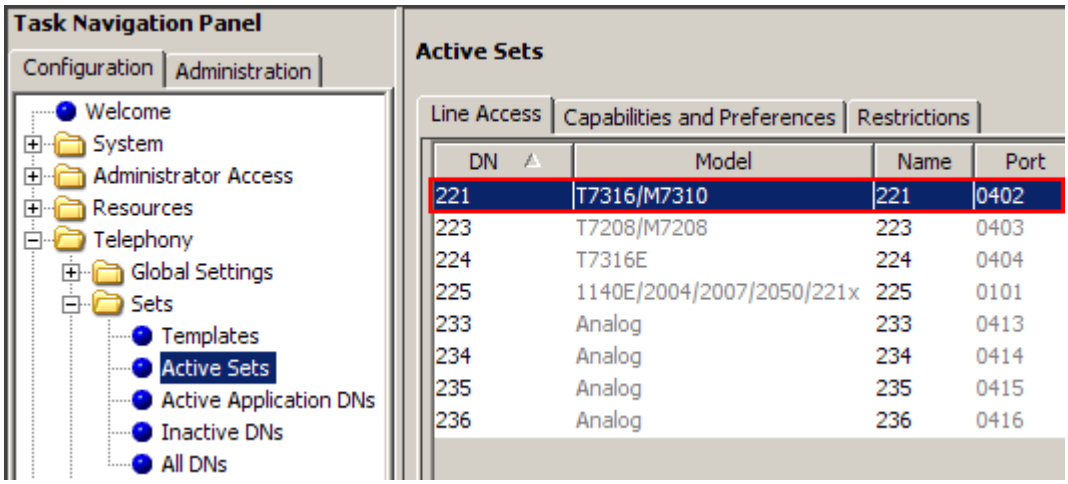
Assigning Extensions to Page Zones

In order for Page Announcements to be played in the appropriate Page Zones / store department areas, the DN's (telephones) themselves need to assigned to the required Page Zones. This can be completed by using Element Manager.

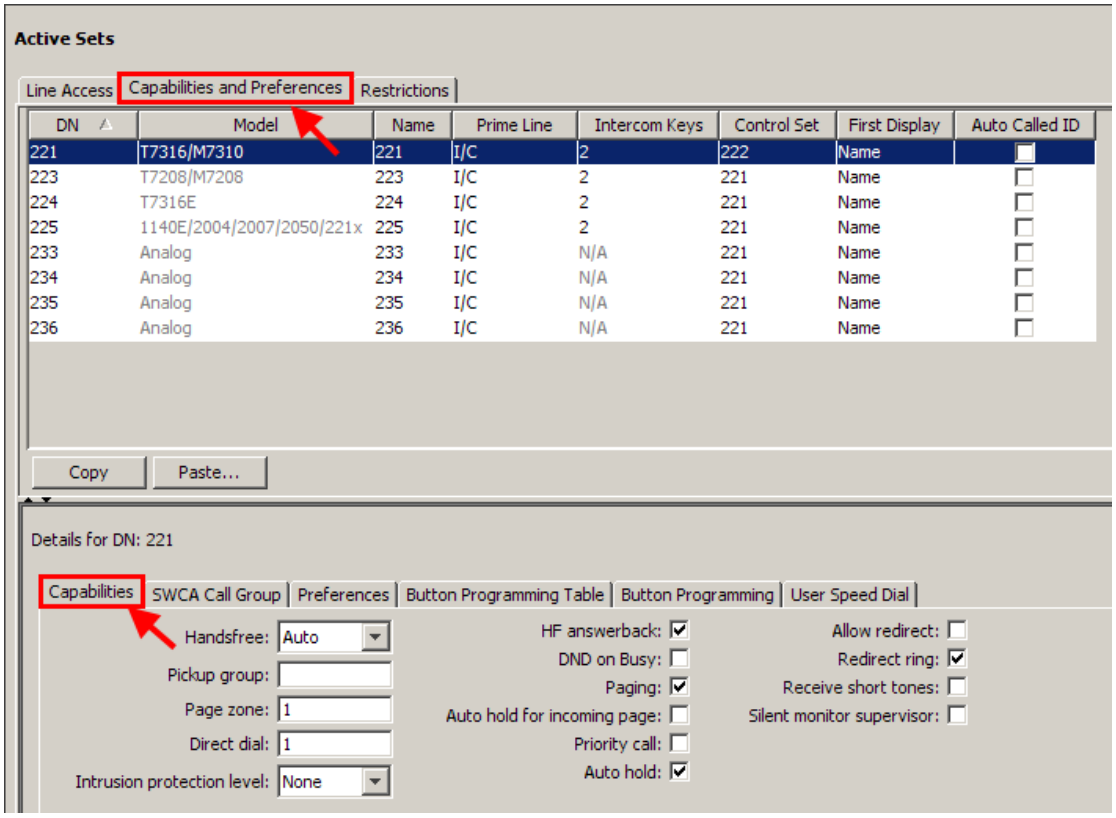
1. Login to Element Manager and From the **Configuration** tab open the **Telephony** folder, followed by **Sets**, and select the **Active Sets** link.



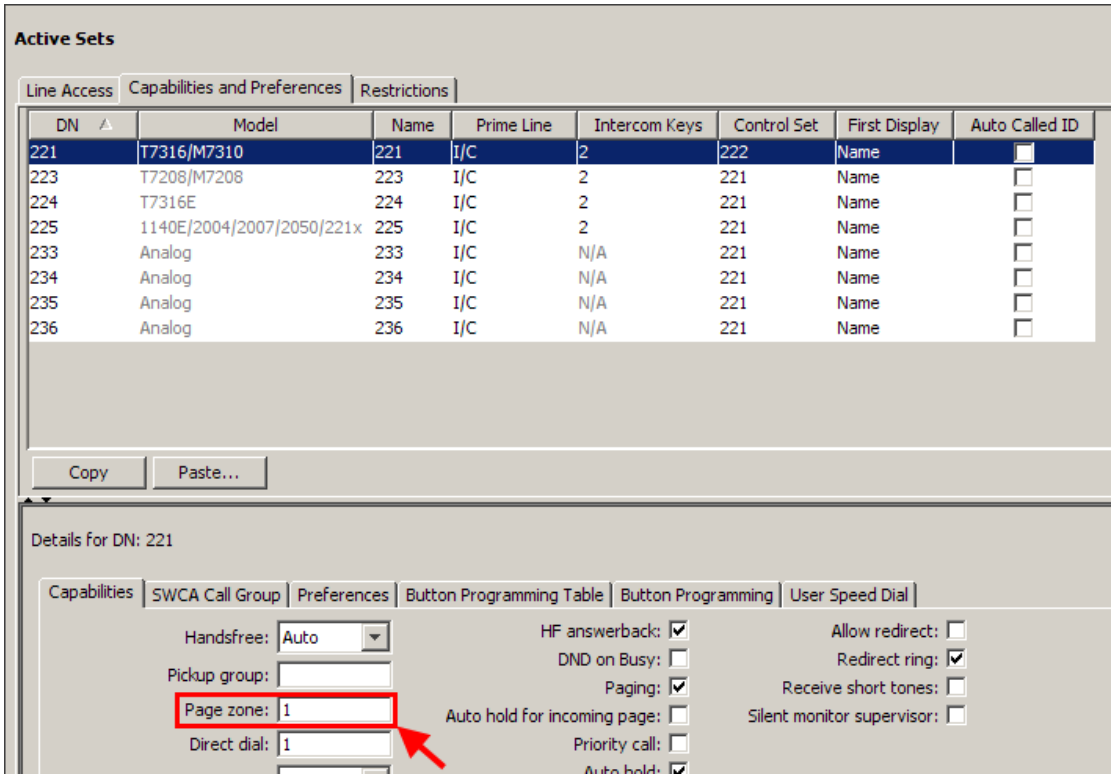
2. Select the DN that you wish to assign to a Page Zone. In this example DN 221 has been selected.



3. Select the **Capabilities and Preferences** tab in the upper panel followed by the **Capabilities** tab in the lower panel.



4. In the **Page Zone** field enter the appropriate Page Zone number as required. A DN can belong to one of six page zones.

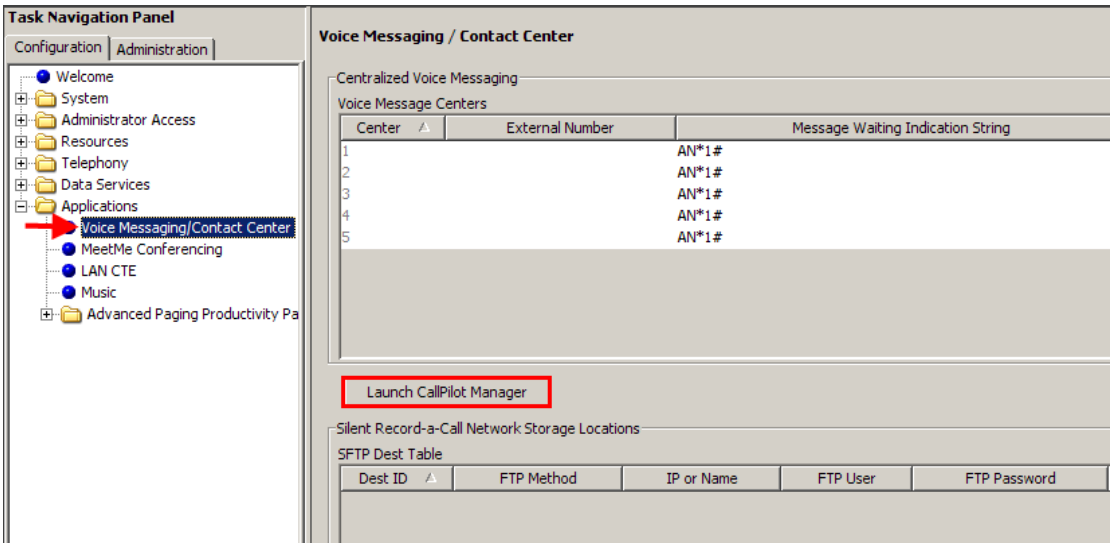


5. Repeat the process to assign all of the DN's that will receive page announcements to the appropriate page zones.

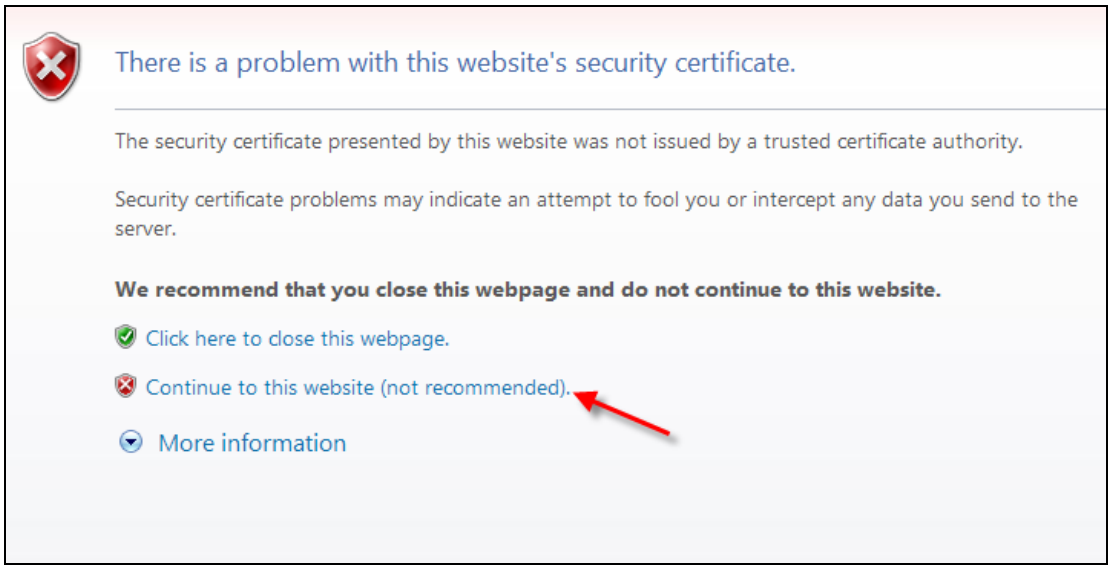
Accessing CallPilot Manager via Element Manager

CallPilot Manager is the interface from which Custom Call Routing Trees (and consequently Park and Page nodes required for One Button Page, and Customer Assistant Page) can be configured and Page Announcements recorded.

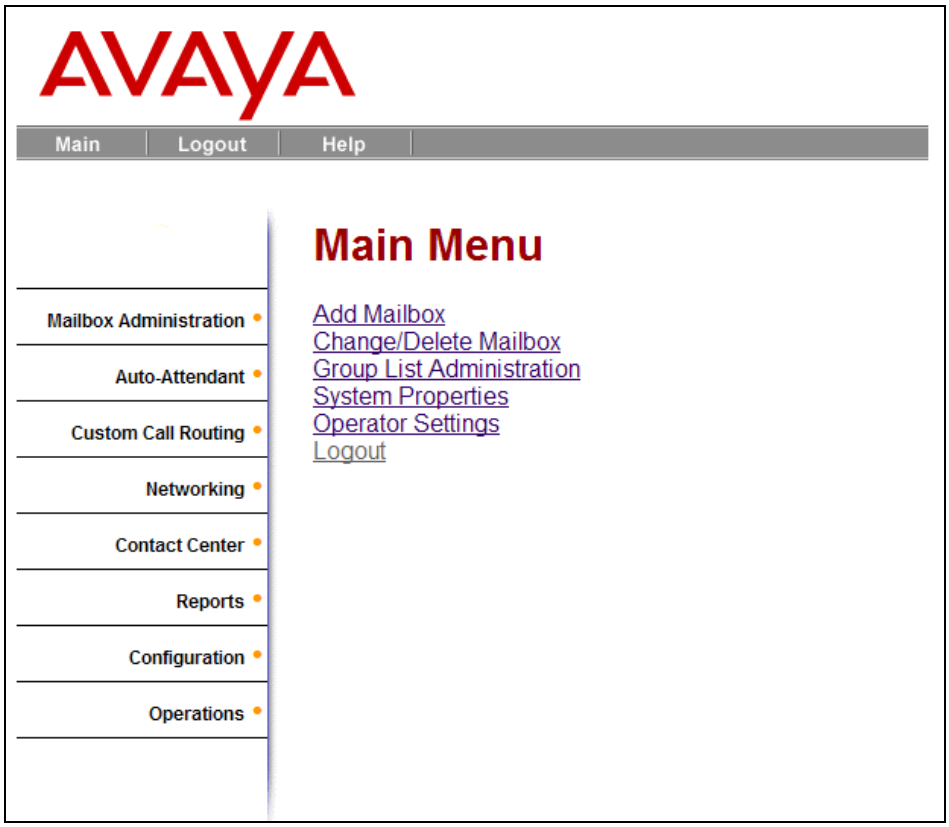
1. To access CallPilot Manager: Select the **Configuration** tab, open the **Applications** folder, select the **Voice Messaging / Contact Center** link, and then click to **Launch CallPilot Manager**.



2. You will be presented with a **Security Alert** Screen. Read the alert and click **Continue to this website** to continue.


There is a problem with this website's security certificate.
The security certificate presented by this website was not issued by a trusted certificate authority.
Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.
We recommend that you close this webpage and do not continue to this website.
Click here to close this webpage.
Continue to this website (not recommended).
More information

3. The Main Menu of CallPilot Manager will be launched.



One Button Page

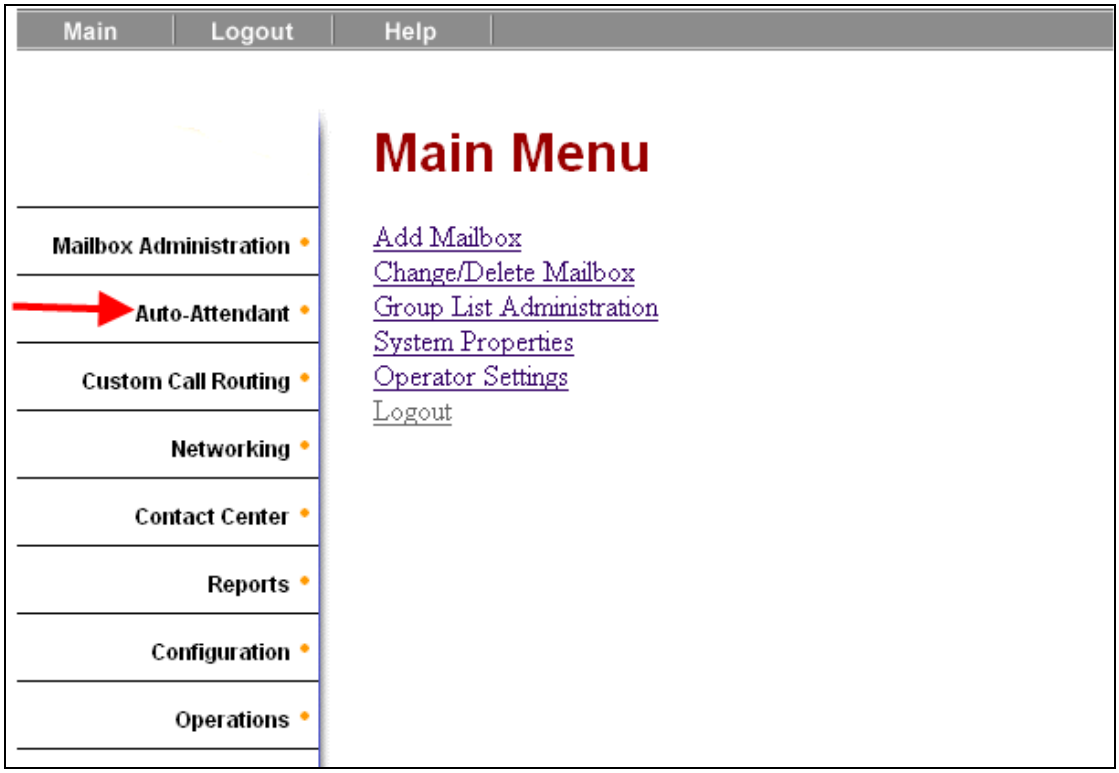
The one button page feature allows a user to press a programmed feature button or enter a feature code that will initiate a defined page to a defined paging zone.

The One Button Page facility is initially programmed via CallPilot Manager and utilises the one Button Park and Page feature that is available with the Custom Call Routing Trees.

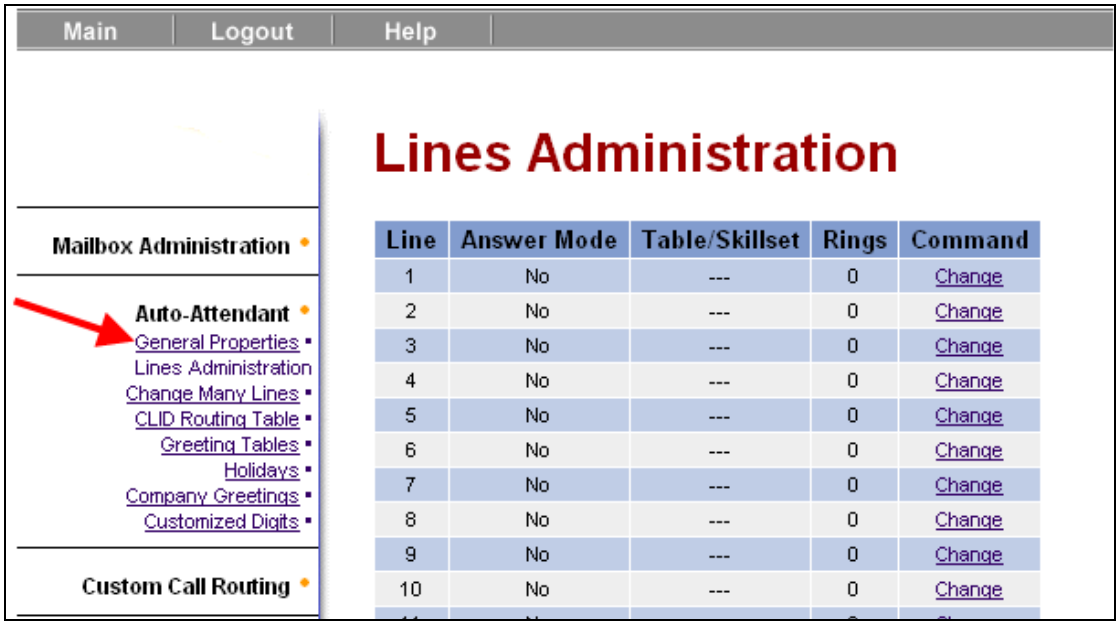
The first stage of the One Button Page configuration is to determine the initial Feature Code that will be used, along with the number of feature codes to be available to users.

To define the initial feature code to be used:

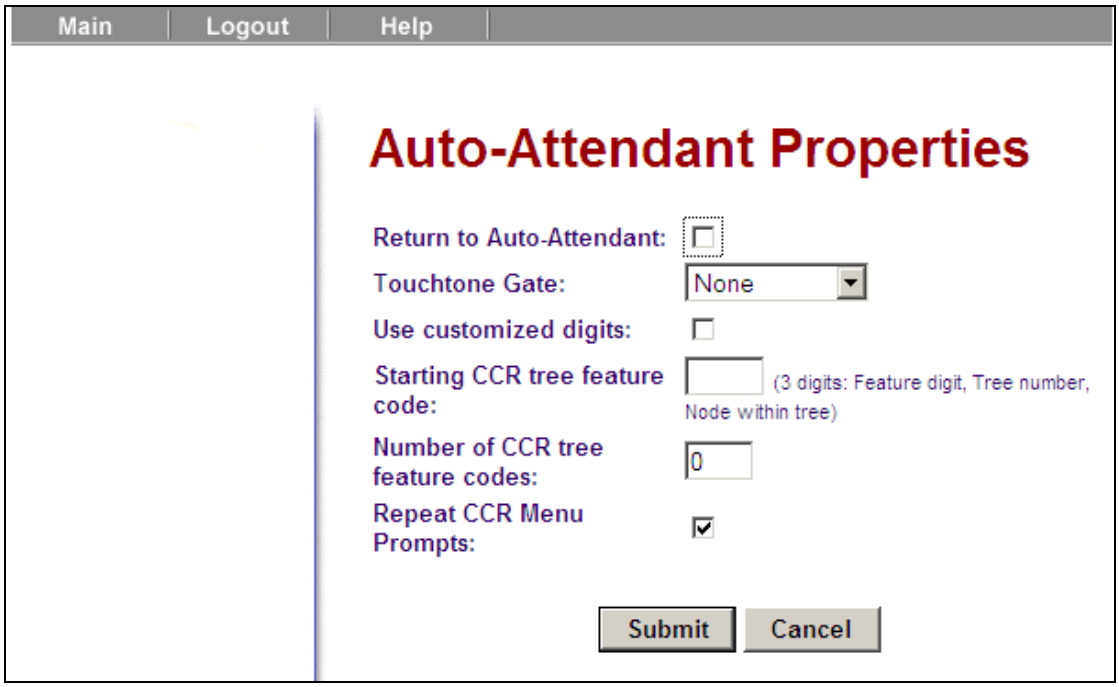
1. Login to CallPilot Manager. Select the **Auto Attendant** link from Call Pilot Managers **Main Menu**.



2. You will be presented with the **Lines Administration** screen. Select the **General Properties** link.



3. The **Auto Attendant Properties** screen will be displayed.



4. In the **Starting CCR Tree Feature Code** field enter the first three digit Feature code that will be available to users of the One Button Page facility. This will be the starting point for all subsequent One Button Transfer Feature Codes.

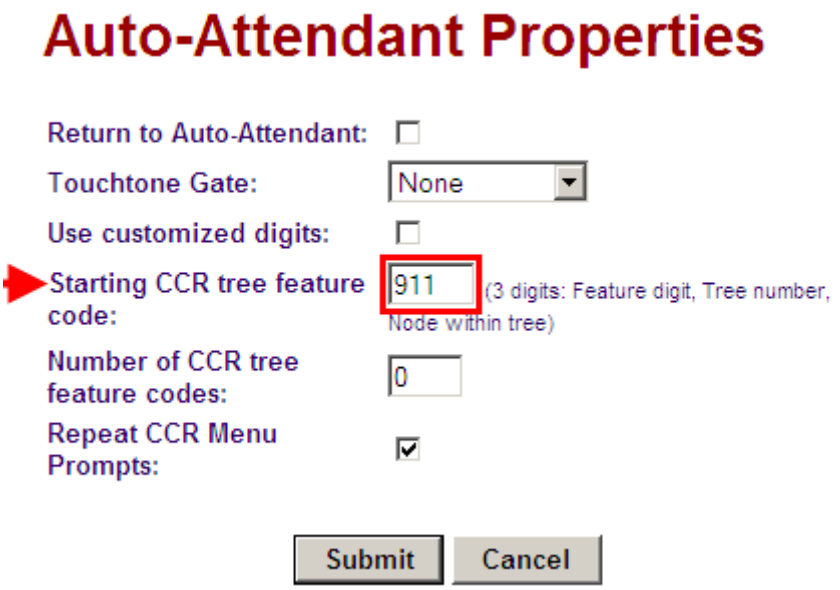
   The three-digits of the feature code represent:
   - The first digit of the Feature Code.
   - The CCR tree number.
   - And the node that will be selected within the tree.

   The code entered must correspond to the format of Feature **9AB.**
   - Where **9** represents the first digit of the Feature Code.
   - **A** represents the tree number from 1 to 7. You cannot use 0, 8 or 9 as these digits may conflict with existing feature codes.
   - **B** represents the CCR Tree Node Number and can range from 1 to 8.

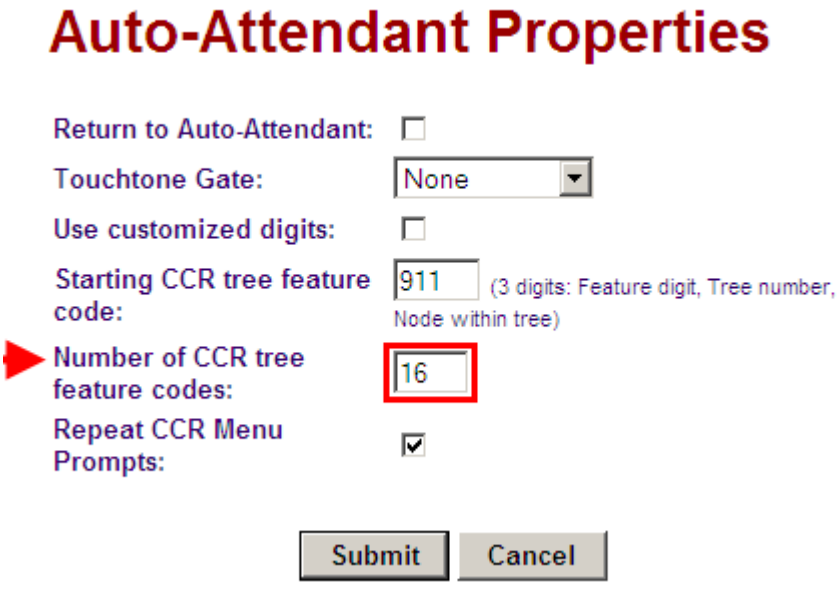
   An example of a Feature Code could be Feature 912 where 9 represents the Feature Codes leading digit, 1 represents the CCR Tree number and 2 represents the Node of the CCR Tree.

Note: The feature codes used must not be the same as any existing feature codes that are available with the Business Communications Manager system. The range of Feature Codes that can be used are: 911 to 918, 921 to 928, 931 to 938, 941 to 948, 951 to 958, 961 to 968 and 971 to 978.

5. In the example below a starting Feature Code of 911 has been entered representing Feature 9, CCR Tree 1, Node 1.



6. The range of Features Codes to be made available to users needs to be entered. In the example below 16 has been entered in the **Number of CCR Tree Feature Codes** field. This would limit the number of fully configured CCR trees that could be accessed to 2 as there can be 8 nodes per CCR Tree. (i.e. 2 trees x 8 nodes per tree equals 16 nodes).



Note: If the starting feature code is 911, a maximum of 56 feature codes can be entered. If the starting feature code is higher than a value of 911, the available number of feature codes decreases. Any feature codes that precede the starting feature code will be unavailable for use.
For example: By using a starting feature code of F941, you will only be able to allocate a maximum of 32 feature codes. i.e. 941 to 948, 951 to 958, 961 to 968 and 971 to 978.

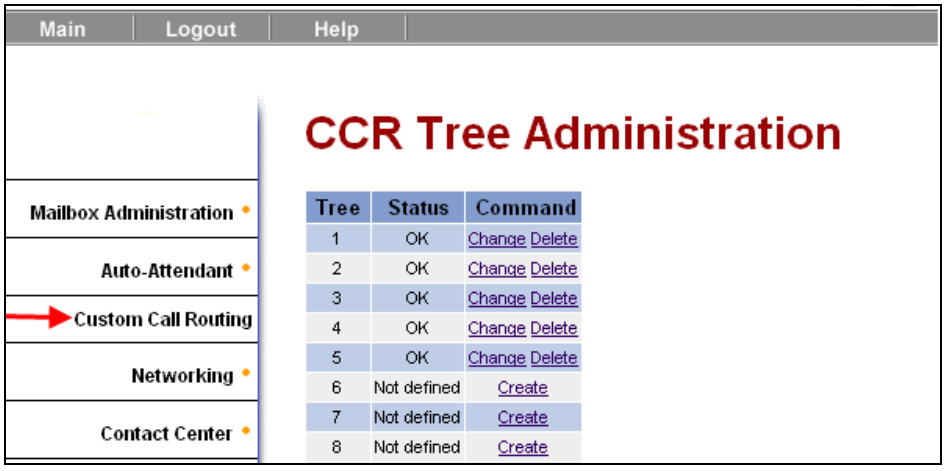
The Custom Call Routing (CCR) Trees can now be configured with Park and Page Nodes and can be accessed by the feature codes that you have created.

Configuring the CCR Tree Park and Page Nodes

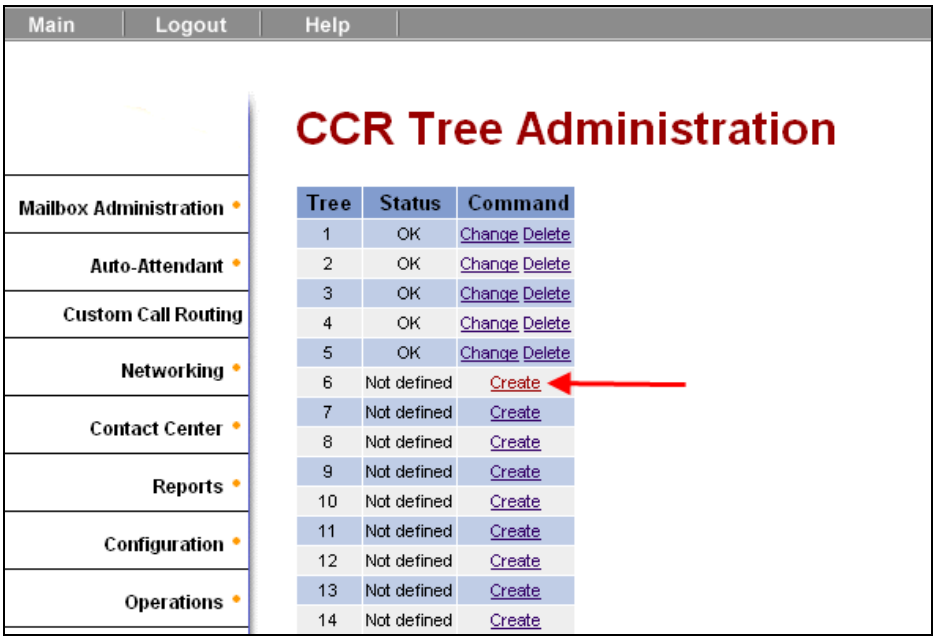
In order for the One Button Page Feature to function a CCR tree has to be created or an existing tree amended to include the required Park and Page nodes. These nodes will be reference by the Feature codes configured within Auto Attendants General Properties screen.

To create a CCR Tree that includes the required Park & Page nodes:

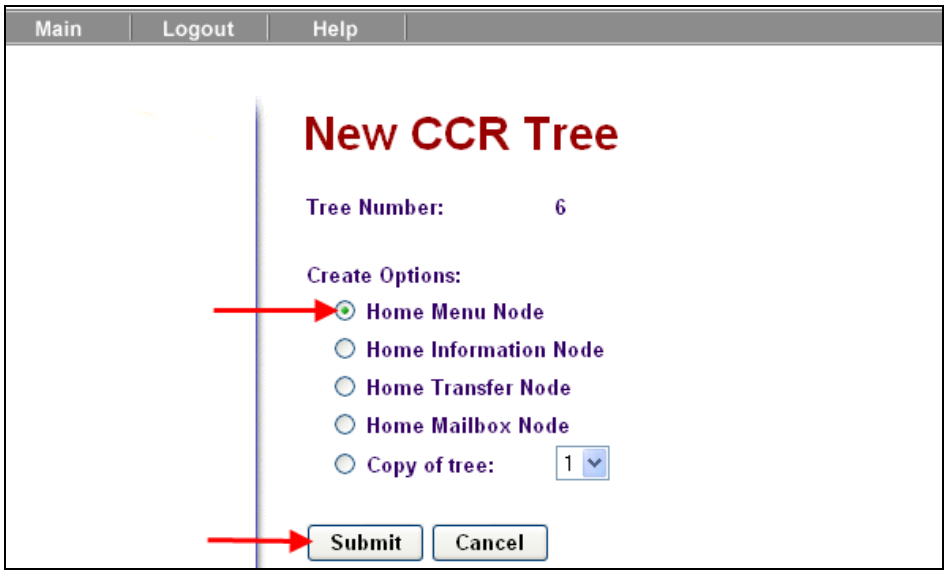
1. From **CallPilot Manager** select the **Custom Call Routing** link. In this example there are five existing CCR Trees configured.



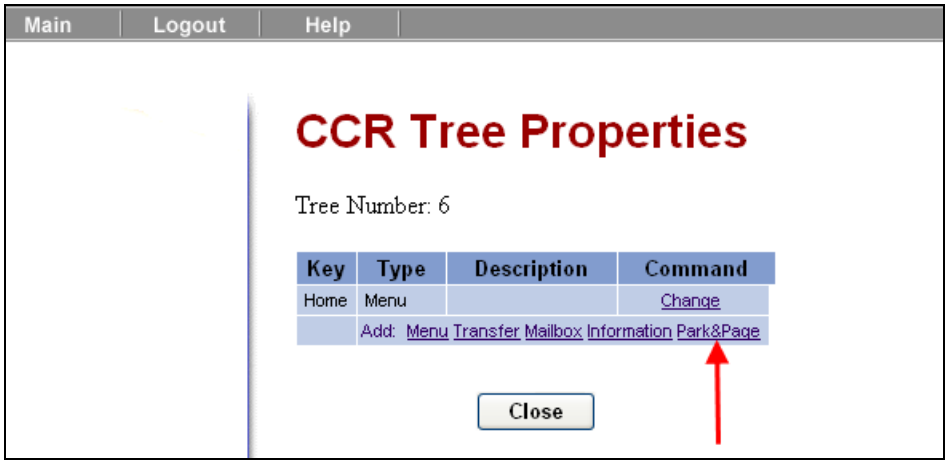
2. Click on the **Create** button for the tree that is to be configured.



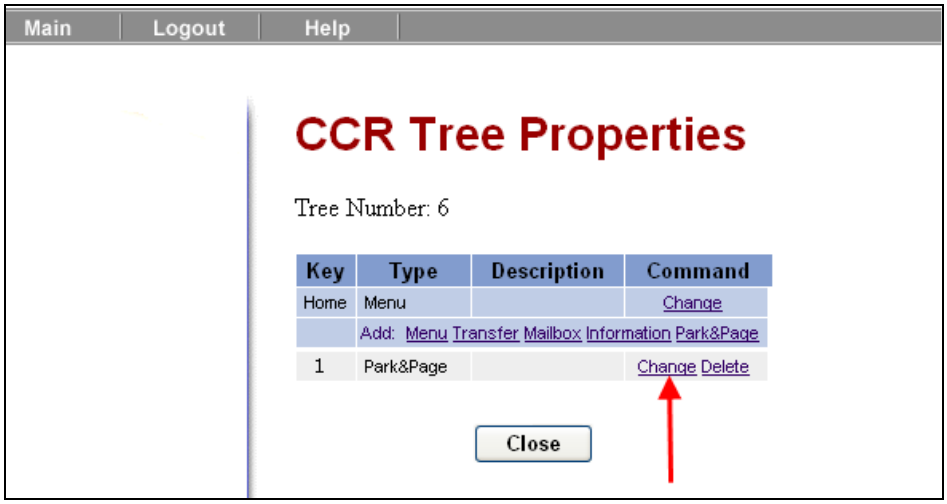
3. Select the **Home Menu Node** radio button followed by the **Submit** button.



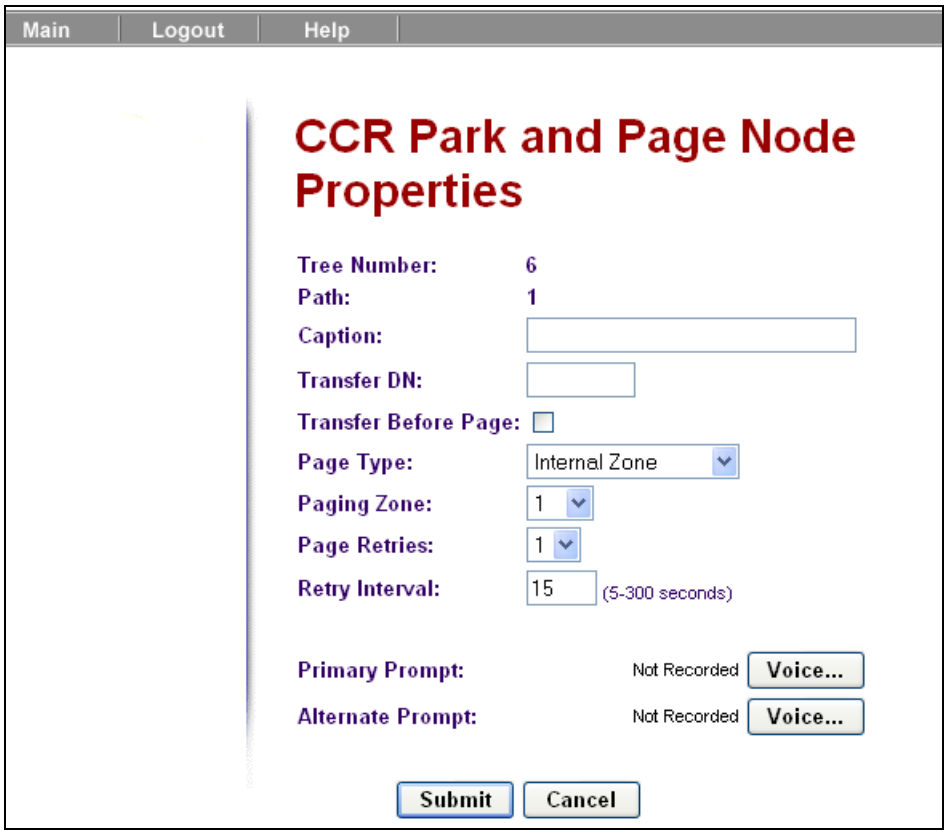
4. You will be presented with the **CCR Tree Properties** screen. Click on the **Park & Page** link.



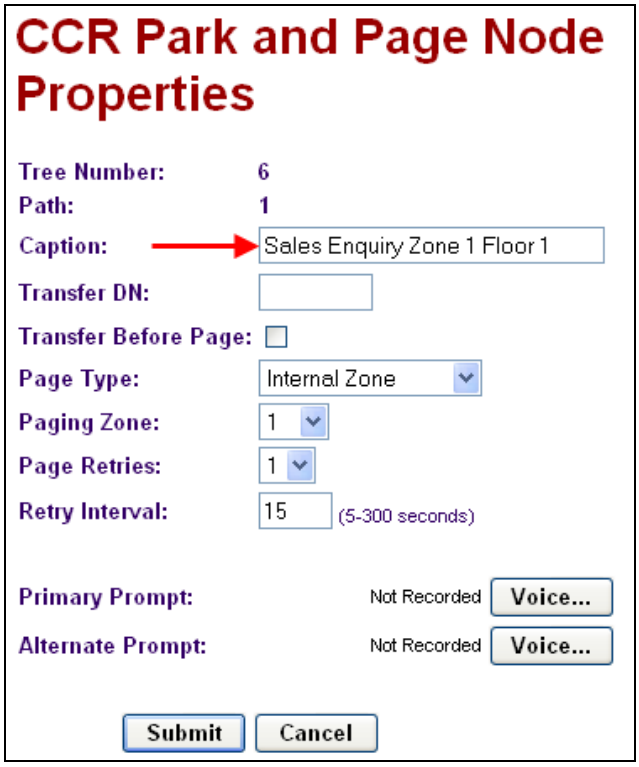
5. The Park & Page node will be displayed as node 1. Click on the **Change** link.



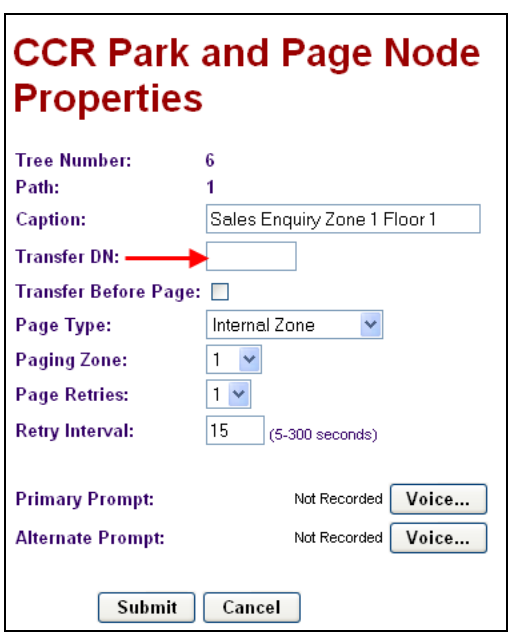
6. The CCR Park & Page Node Properties screen will be displayed.

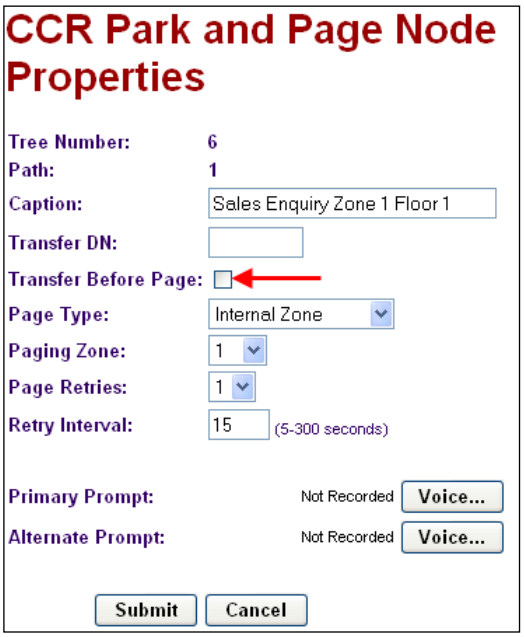


7. In the **Caption** field, enter a caption that describes the function of this Park and Page node. The caption can be up to 30 characters in length.

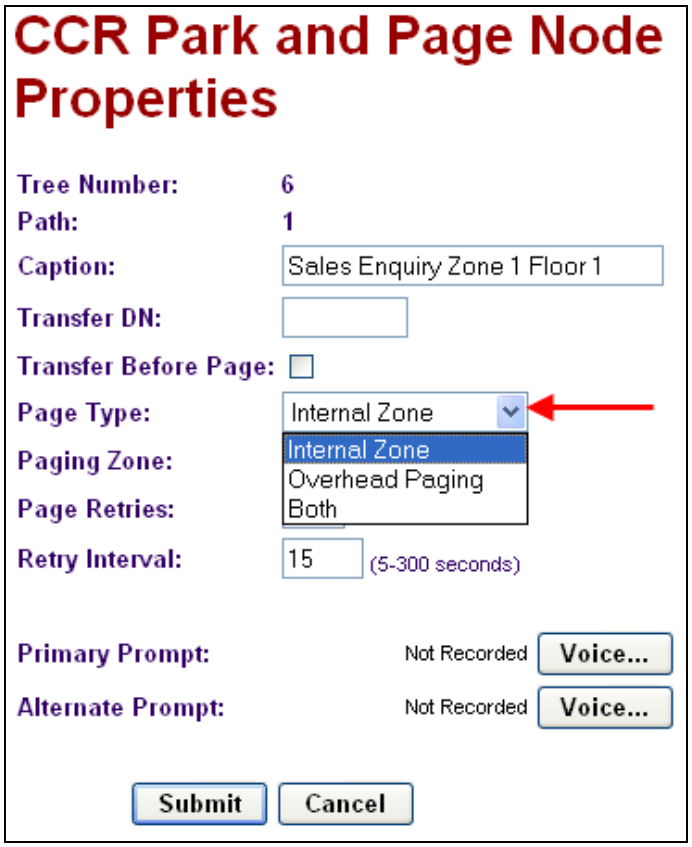


8. The **Transfer DN** and **Transfer Before Page** settings are not required for the One Button Page facility.



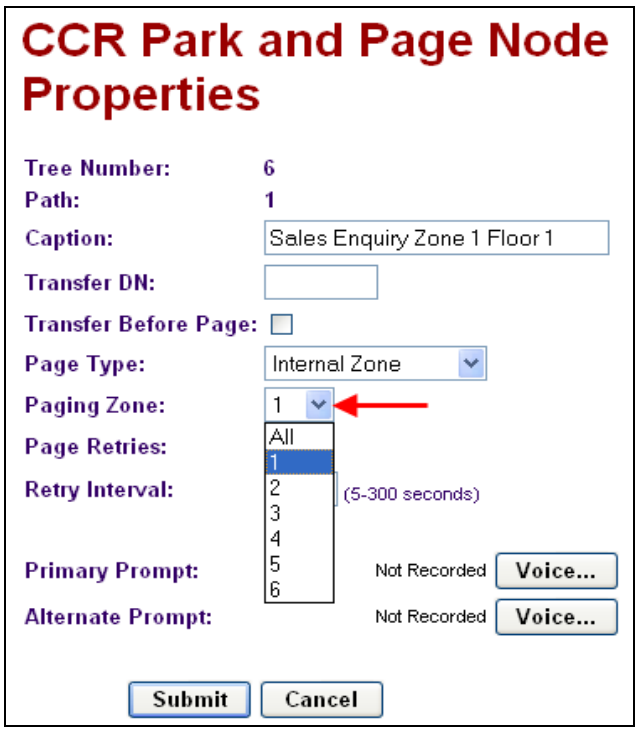


9. From the **Page Type** drop down box, select a page type that will be used. The options available are: internal zone, overhead paging or both. The default setting is to page an internal zone.

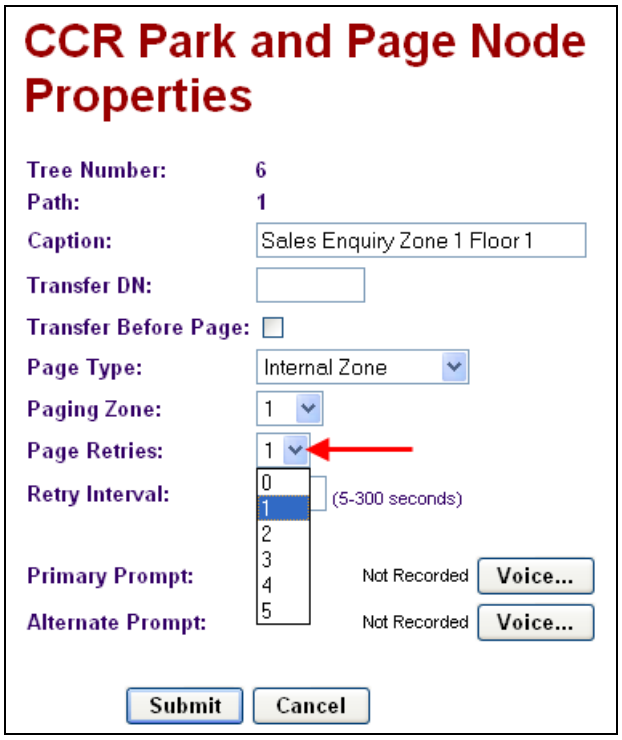


Note: Extensions (DN's) can be assigned to the appropriate page zone from the DN's Capabilities settings within Element Manager. This will allow different physical areas to be covered by telephones belonging to specific zones. Eg Sales extensions in zone 1, Parts extensions in zone 2. Please refer to the **Assigning Extensions to Page Zones** sections of this guide.

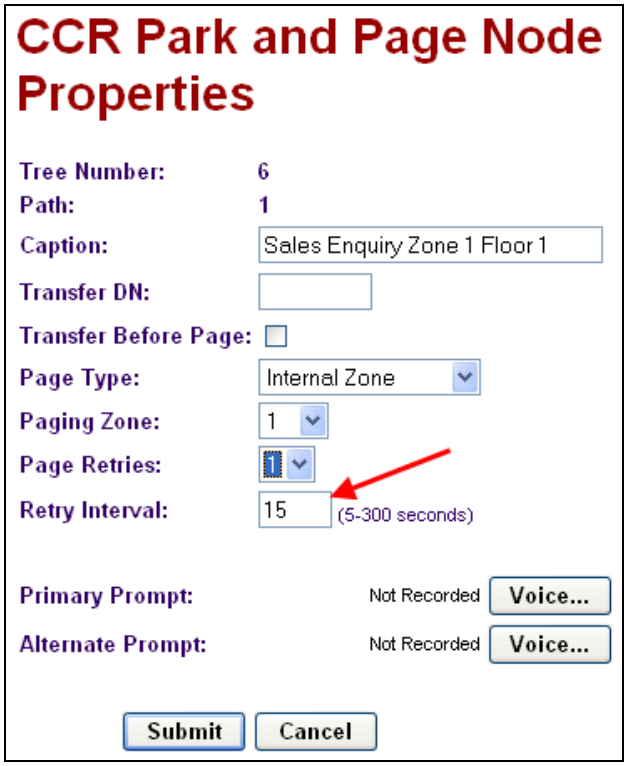
10. The **Paging Zone** drop down box allows you to select a page zone to which the page announcement will be played. The zones available are zones **1** to **6**, or **All** zones. The default is zone **1**. If overhead paging is utilised this setting is ignored.



11. The number of times the system will attempt to page the paging zone can be defined from the **Page Retries** drop down box. The number of potential retries ranges from 0 to 5 with a default setting of 1 retry.



12. The number of seconds between paging retries can be defined from the **Retry Interval** drop down box. The interval can be defined within a range of 5 to 300 seconds with a default of 15 seconds.



13. Click the **Submit** button. The Park and Page Announcements should now be recorded.

14. Repeat this process until the required Park and Page nodes are configured.

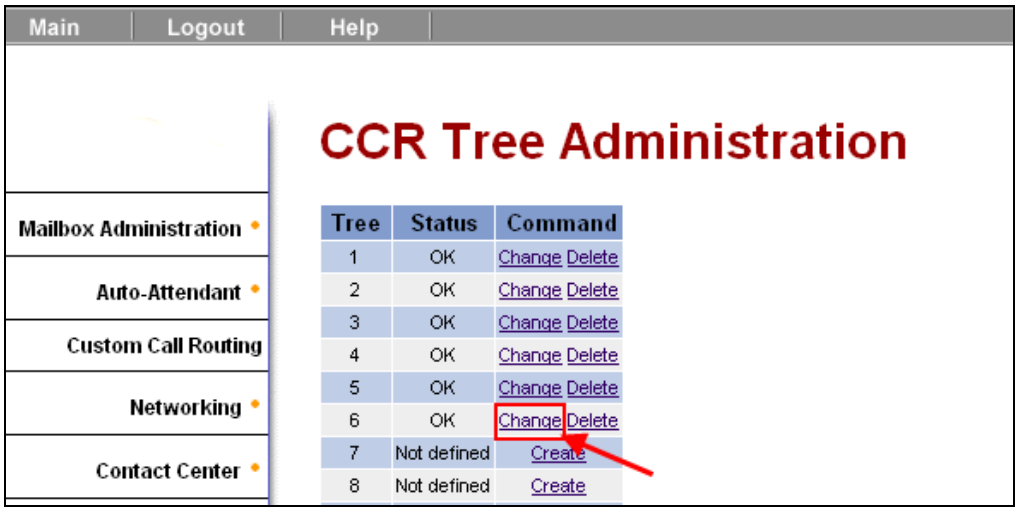
Recording the Park and Page Announcements

The announcements within a page zone advertising the caller and its allotted park code needs recording in the **Primary**/**Alternate Prompt** buttons. These recordings will play to the extensions within a paging zone or overhead paging system.

For example if you record "*Sales assistance required*." The system will play "*Sales assistance required*" in your recorded voice.

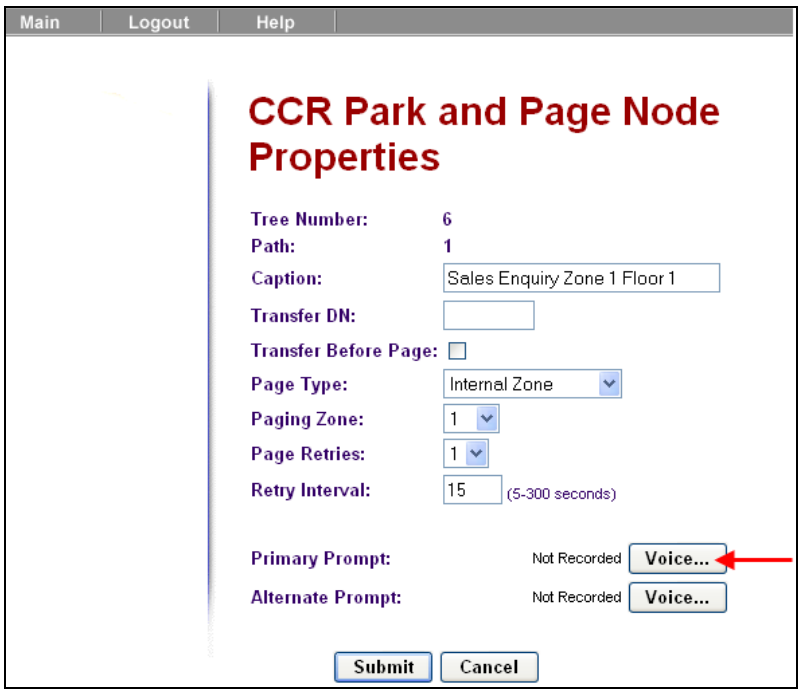
To record the Park and Page Announcements:

1. Select the CCR to which the announcements will apply and click the **Change** link.

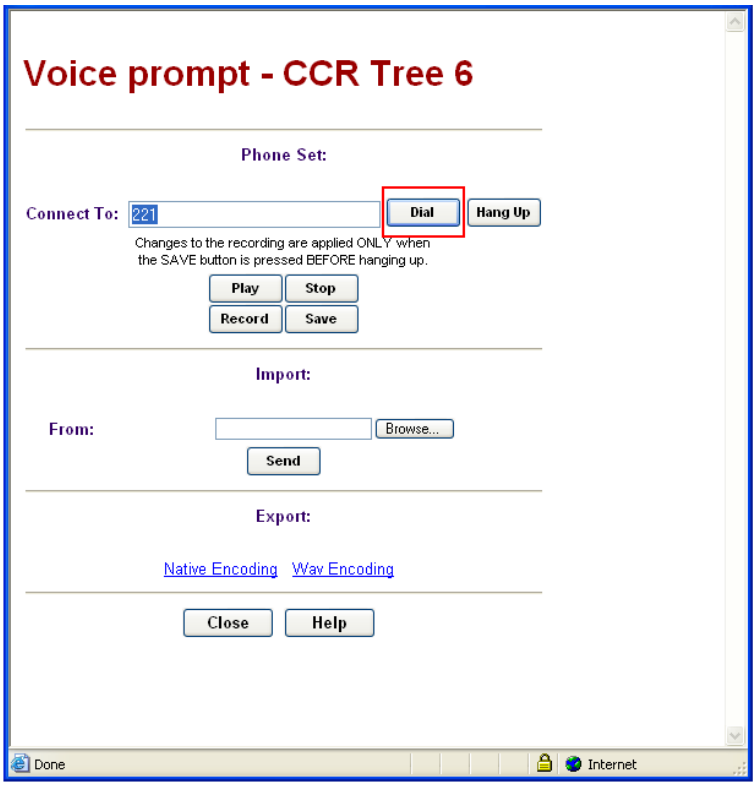


2. Click the **Change** link of the Park and Page node.

3. Click the **Voice** button of the **Primary** or **Secondary Prompts.**



4. From the Recording window enter the DN (extension number) for the telephone from which you wish to record the page announcement. Click the **Dial** button. The telephone rings.



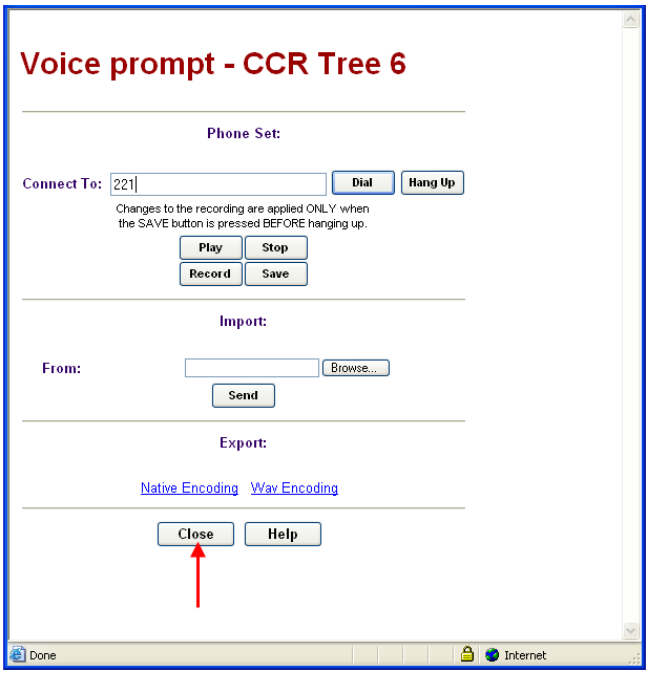
5. Pick up the handset. Do not use Handsfree.

6. Click the **Record** button and after the tone, record your Page prompt.

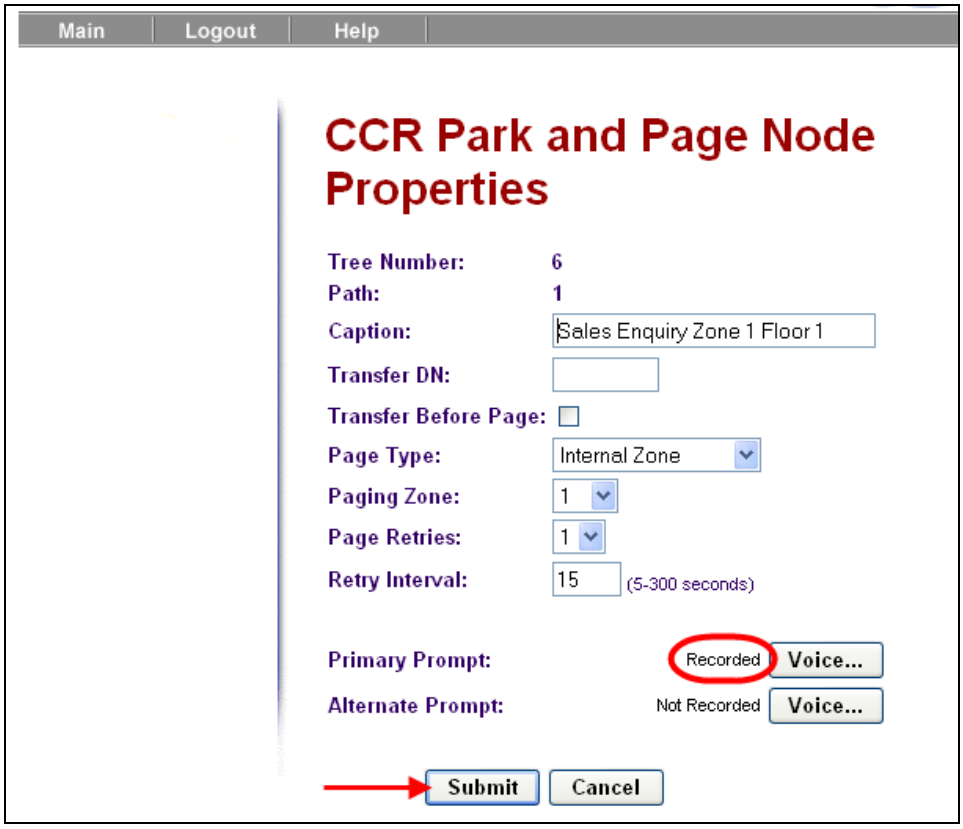
7. After you finish recording your prompt, click the **Stop** button.

8. To listen to the prompt, click the **Play** button or to save the recording, click the **Save** button. Do not replace the handset before clicking the **Save** button if you wish to keep the recording.

9. Click the **Close** button and replace your telephone handset.



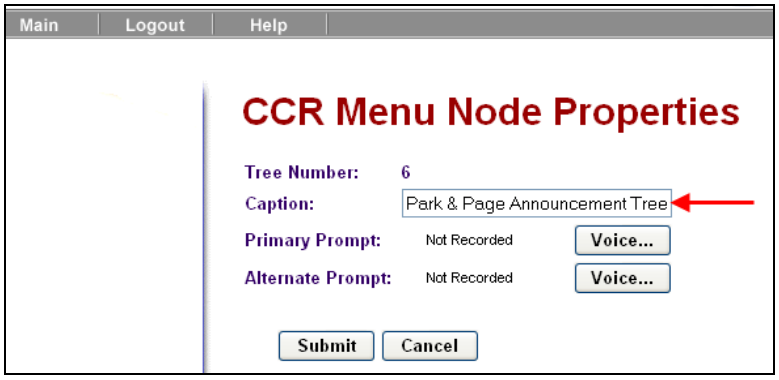
10. Click the **Refresh** icon in your browser (or press the F5 key) and the prompt should display as **Recorded**. Then click the **Submit** button.



11. The **CCR Tree Properties** screen appears.

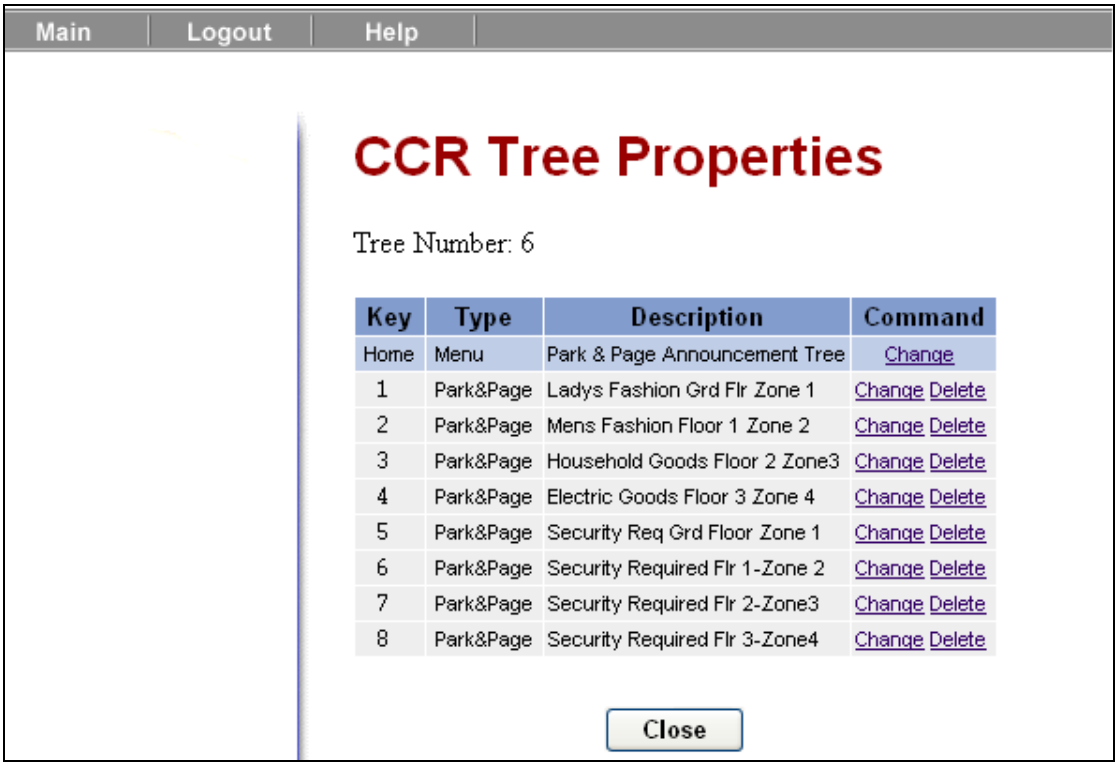
12. Click on the **Change** link adjacent to the Menu of the CCR Tree.

13. Enter a descriptive caption and click the **Submit** button.



14. Click the **Close** button or if further Park & Page nodes are to be added to the CCR Tree click the Park & Page link and follow steps 4 to 14 of the **Configuring the CCR Tree Park and Page Nodes** section of this guide.

This is an example of a completed CCR tree with the maximum eight Park & Page nodes configured for the tree.



Key	Type	Description	Command
Home	Menu	Park & Page Announcement Tree	Change
1	Park&Page	Ladys Fashion Grd Flr Zone 1	Change Delete
2	Park&Page	Mens Fashion Floor 1 Zone 2	Change Delete
3	Park&Page	Household Goods Floor 2 Zone3	Change Delete
4	Park&Page	Electric Goods Floor 3 Zone 4	Change Delete
5	Park&Page	Security Req Grd Floor Zone 1	Change Delete
6	Park&Page	Security Required Flr 1-Zone 2	Change Delete
7	Park&Page	Security Required Flr 2-Zone3	Change Delete
8	Park&Page	Security Required Flr 3-Zone4	Change Delete

Programming a Button to Access the Park and Page Node

To facilitate the use of the One Button Page feature from the required telephones, the telephones buttons will need programming with feature codes that provide access to the Page announcements in the various zones.

In the example above, CCR Tree number 6 has 8 Park and Page nodes that can be referenced by feature codes as follows:

Feature 961 node1, Feature 962 node2, Feature 963 node3, Feature 964 node4, Feature 965 node5, Feature 966 node6, Feature 967 node7, Feature node8 968.

The required feature codes can be programmed against the buttons by using Feature *3. Follow this procedure for each telephone that will use the one button page feature to page the required zones.

1. On the telephone to be programmed, press the **Feature** key then the **star** key and **3** key.

2. **Program Features** will show on the telephones display.

3. You will then be prompted to **Press a key** i.e. the key that will be programmed with the feature code.

Press a key
QUIT
Memory buttons without indicators for autodial numbers and features
Memory, line or intercom buttons with indicators

Note: Memory buttons are buttons not assigned as line, intercom or handsfree buttons. Memory buttons store internal and external numbers or provide access to features.

4. Press the key to be programmed and the display will show **Feature Code**.

5. Press the **Feature** key then enter the feature code that corresponds to the Park & Page Node on the CCR tree to be utilised. In this example CCR Tree 6 and Node 1 has been referenced with a feature code of F961.

6. The display will show **Programmed** as confirmation that the button has been configured to use the required page feature code.

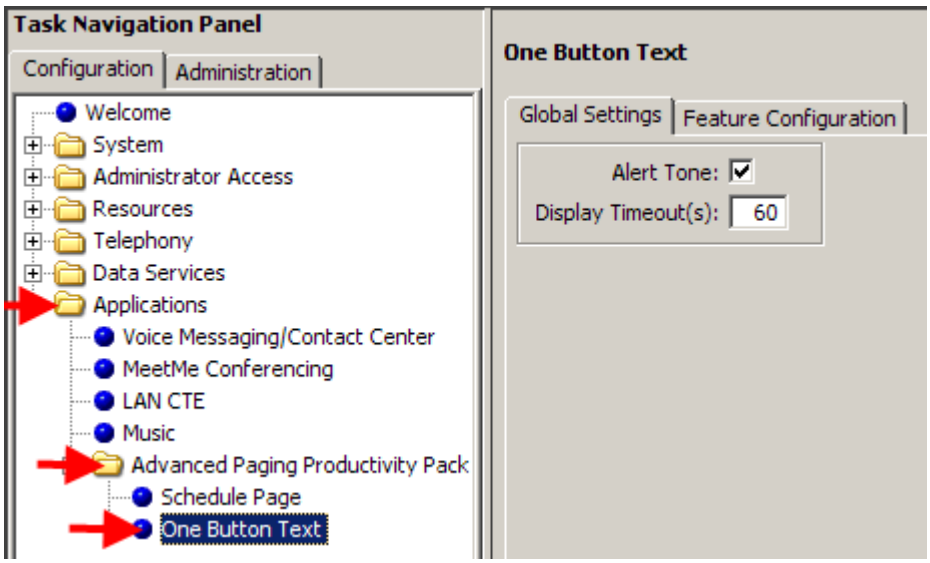
One Button Text

The One Button Text feature provides the user with the facility to send a pre programmed text message to a specific telephone DN (Directory Number). Feature codes are configured each of which has a direct association with a specific text message. The features that relate to the text message can then be accessed by pressing a programmed memory key or by entering a feature code directly on a handset from which the text message will be sent. Up to 50 feature codes can be programmed on the BCM for use with the One Button Text facility.

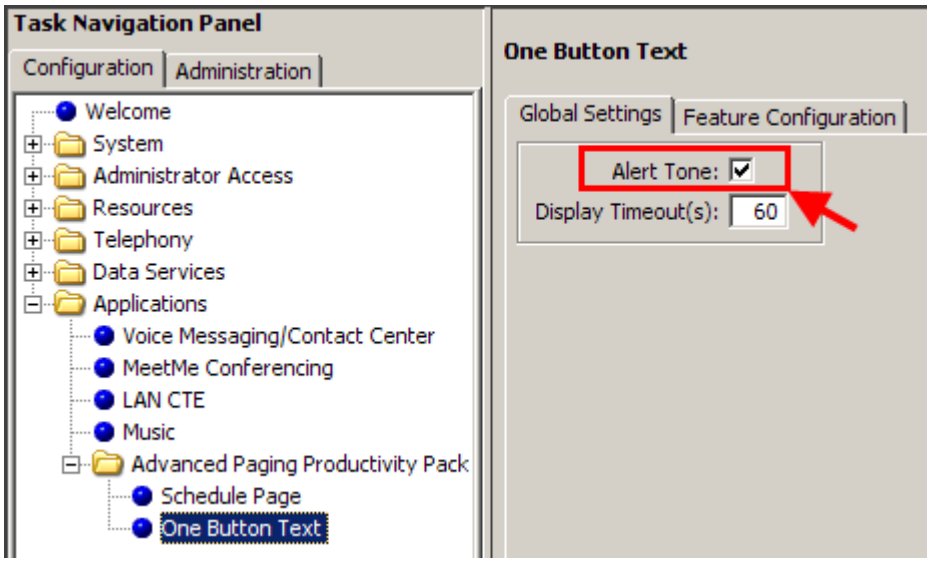
Global Settings

To configure the One Button Text feature certain global settings have to be configured. This configuration is completed using Element Manager.

1. Login into the BCM with Element Manager. From the **Configuration** tab open the **Applications** folder followed by **Advanced Paging Productivity Pack** and select the **One Button Text** link. The **Global Settings** will be displayed on the right of the screen.

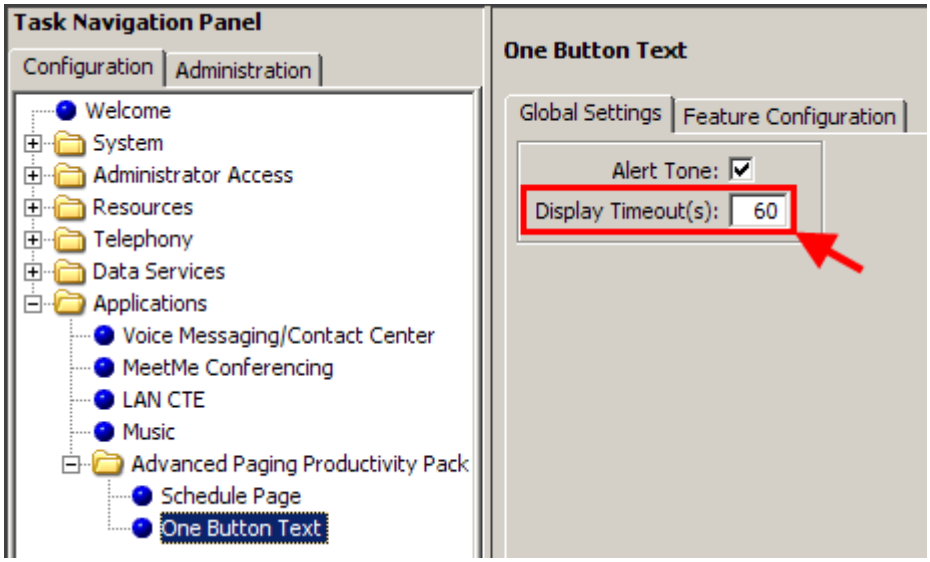


2. You can now determine whether an alert tone will be played on a recipient's telephone whenever a text message is received. Select or clear the **Alert Tone** check box as required.



3. The amount of time to wait for a recipient to respond to a message can also be specified. When the time expires a no response message will be returned to the sender.

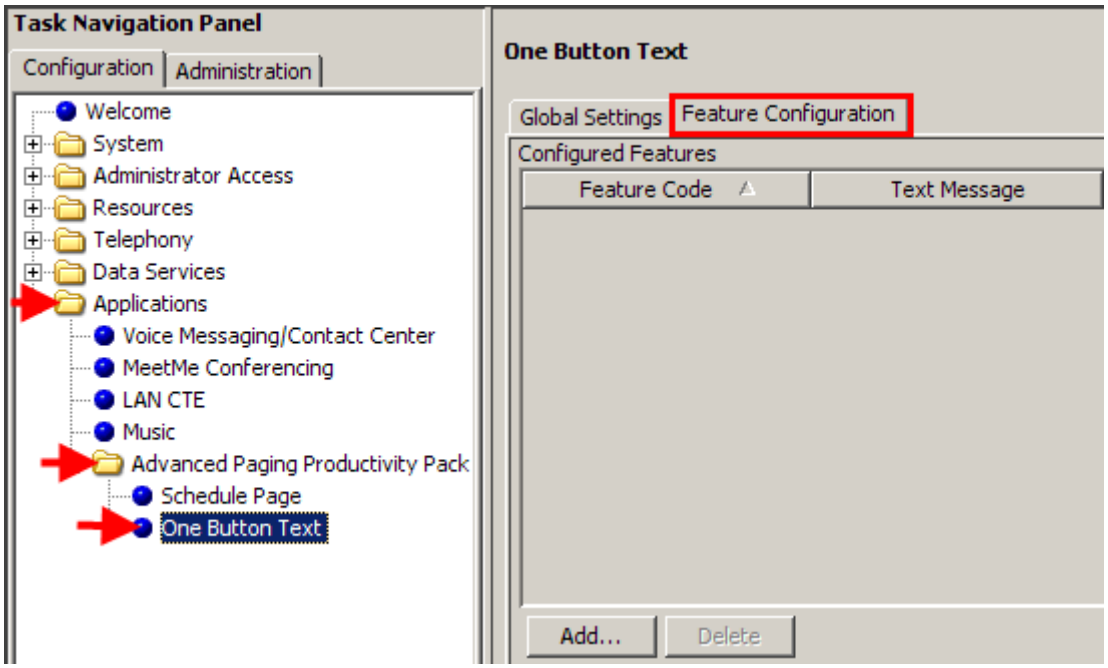
4. In the **Display Timeout(s)** box enter a time ranging from 60 to 300 seconds after which a no response message will be sent to the sender.



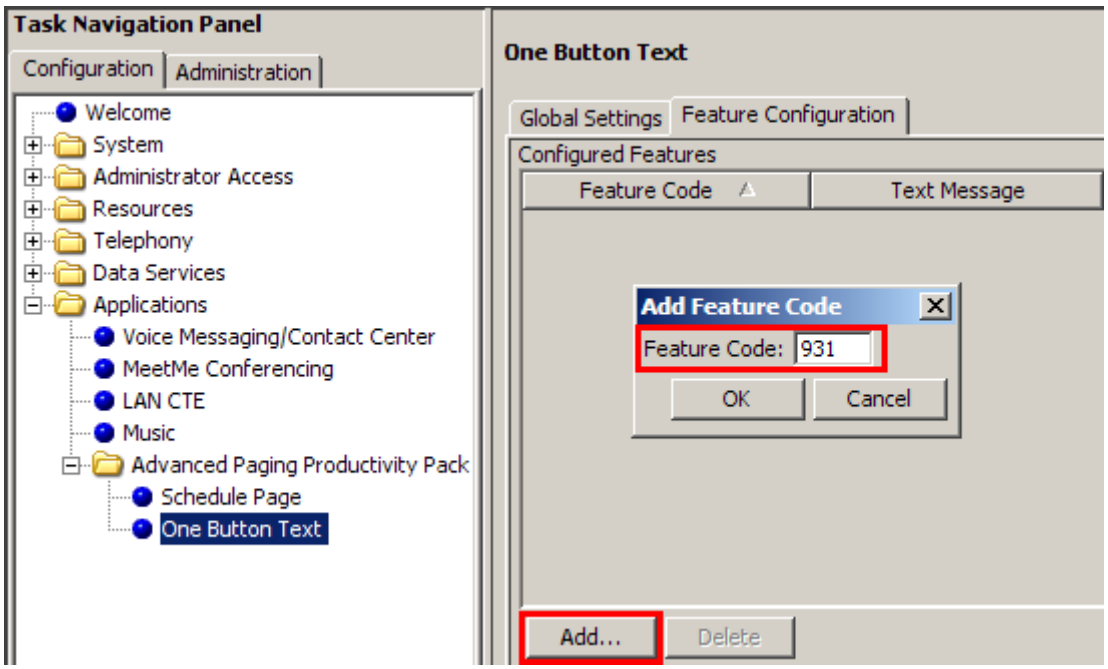
Associating Text Messages to Feature Codes

Once the Global Settings have been configured the text messages can be associated with the appropriate feature code. Up to 50 features codes can be configured associated with text messages.

1. From the **Configuration** tab open the **Applications** folder followed by the **Advanced Paging Productivity** folder and select the **One Button Text** link. From the right side of the displayed window select the **Feature Configuration** tab.

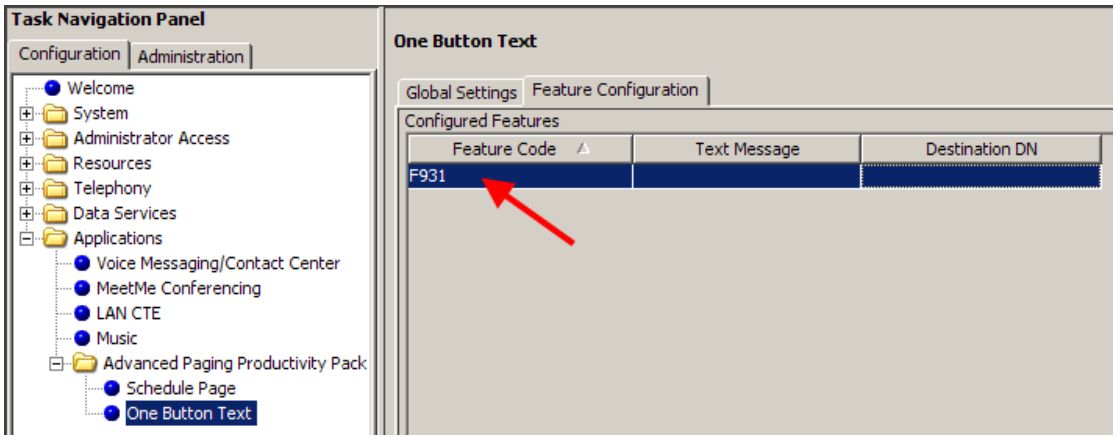


2. Click the **Add** button. Enter a Feature code to be associated with the text message.

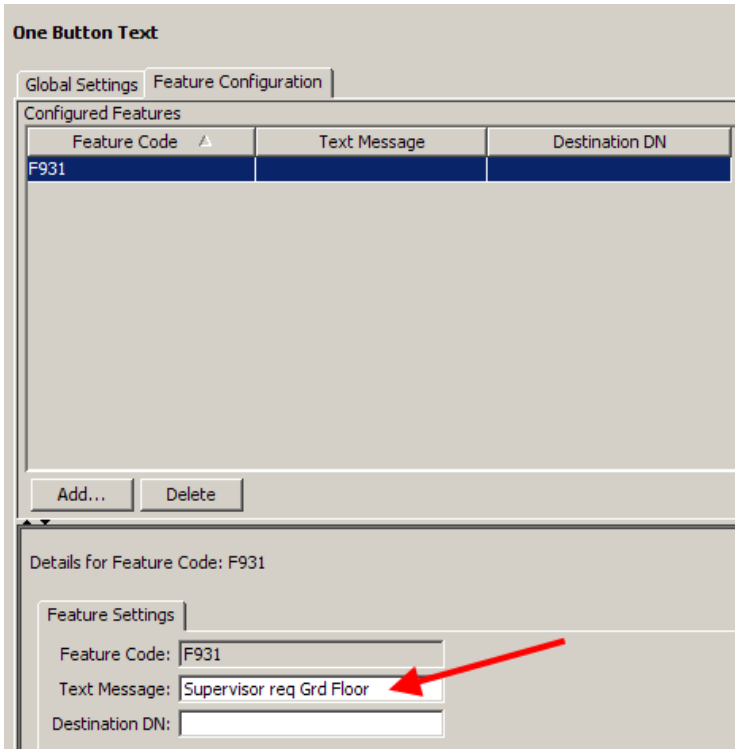


Note: That the format for valid feature codes is F9XY where X should be greater than 0 and less than 8. Y should be greater than 0 and less than 9. It should also be noted that these featured codes can not conflict with any existing feature codes already in use on the BCM. For example if you are using the one button page feature with 16 features relating to CCR Trees 1 and 2. The first available one button text feature code would be F931 as for example F911 or F921 would conflict with the Park and Page feature codes relating to CCR Trees 1 and 2.

3. The feature code will be displayed. Select the feature code to view the details of that code in the lower panel.

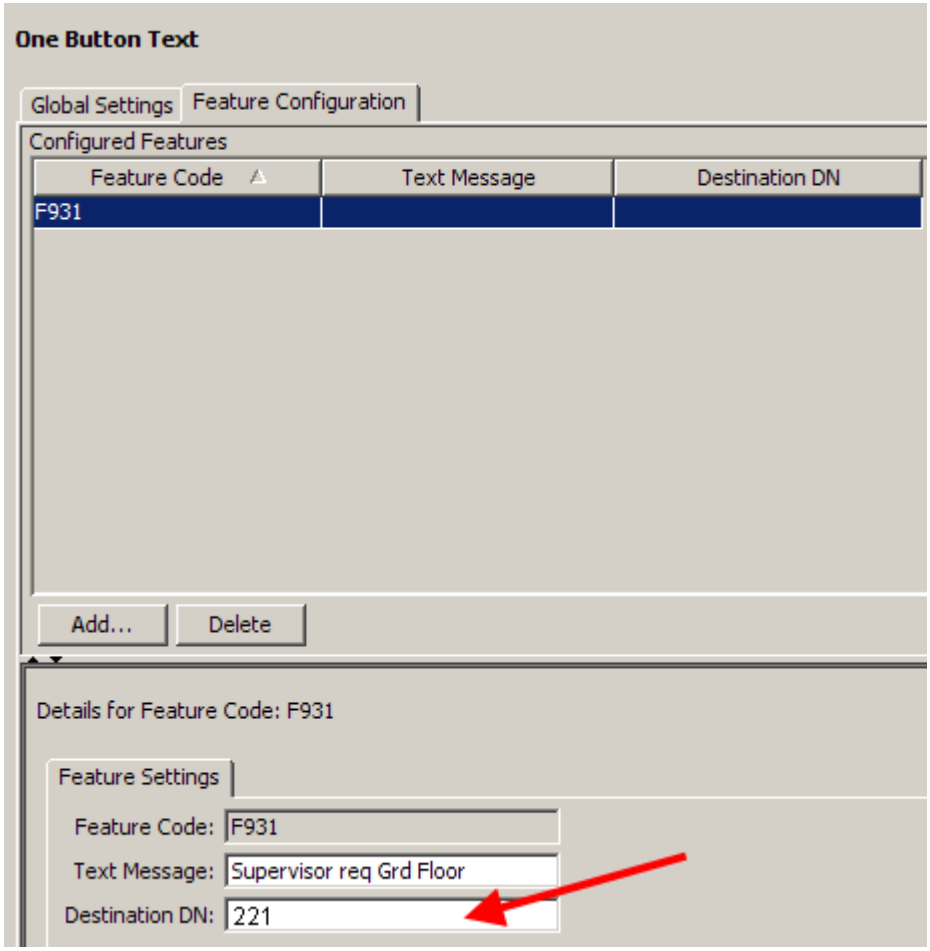


4. In the **Text Message** field enter a message from 1 to 24 characters in length. This is the message that will display on the defined recipients telephone (DN).


One Button Text
Global Settings
Feature Configuration
Configured Features
Feature Code
Text Message
Destination DN
F931
Add...
Delete
Details for Feature Code: F931
Feature Settings
Feature Code: F931
Text Message: Supervisor req Grd Floor
Destination DN:

5. In the **Destination DN** field, enter the DN (extension) number for the telephone that will receive and display the text message.

Note: The DN cannot be an analogue telephone or a telephone that does not have an LCD display.

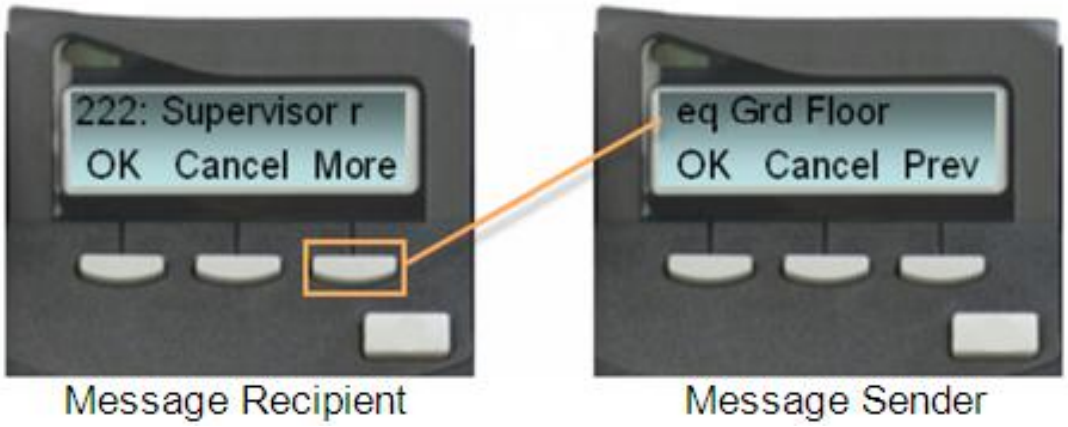


Note: Telephones that require access to these features can have buttons programmed that initiate the text messaging service. Please refer to the **Programming a Button to Access the Park and Page Node** section of this guide. Alternatively, the text messaging facility can be accessed by entering the Feature code directly on the telephone that is sending the message.

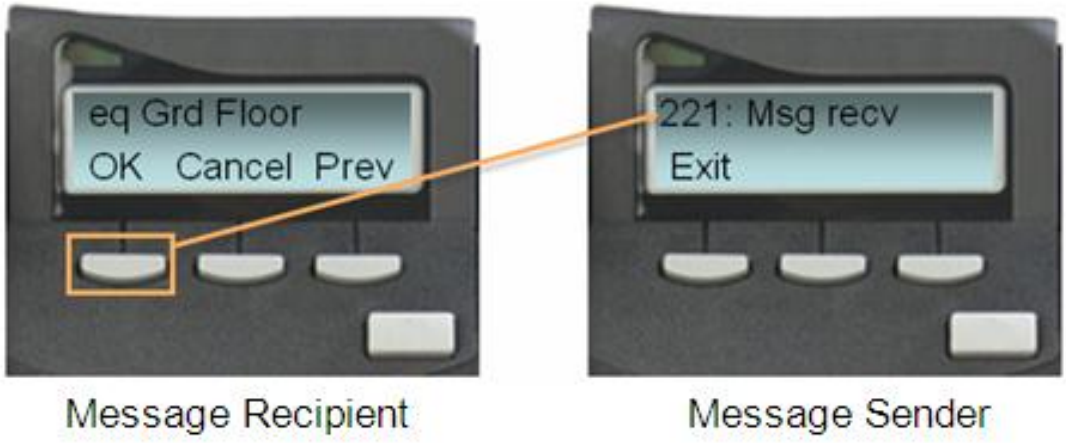
Text Messages – Understanding the Telephone Display.

When a telephone receives a message the recipient can respond in a number of ways. The illustrations below show how a message can be displayed from the senders (DN 222) and the recipient's (DN 221) objective. In this example a message '*Supervisor req Grd Floor'* has been created to send a text message to DN 221.

When extension 221 receives the message it will be displayed as illustrated below. If the message is more than 16 characters in length as in this example, the recipient can press the **MORE** soft key (or press **3**) to view the remainder of the message.



In the recipient selects **OK** (or presses **1**). The telephone that sent the message will receive confirmation that the message was successfully viewed and the recipient is taking the required action.



If the recipient selects **CANCEL** (or presses **2**). The telephone that sent the message will receive confirmation that the recipient viewed the message but is not taking the required action.

If the recipient does not view the message within the defined timeout period, the telephone that sent the message will receive confirmation that the message has not been acknowledged.

Text Paging

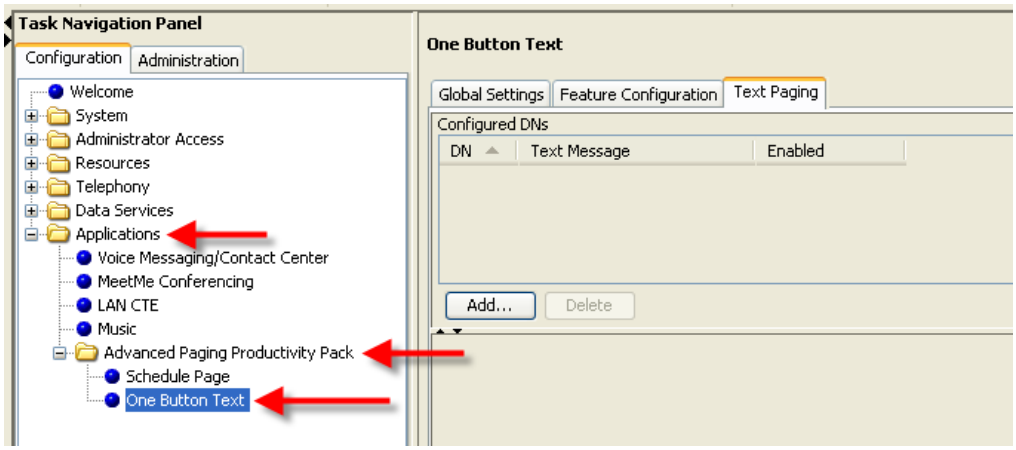
The Text Paging facility enables configured text messages to be broadcast from a Customer Assistance Box (CAB) or configured DN to a number of defined extensions. The feature is invoked from the CAB itself or from a configured phone using Feature 970.

The number of DNs that can support F970 is limited based on the model of BCM. A BCM50 can support 50 DNs and a BCM450 can support 300 DNs with F970. The number of destination sets that can receive a text page for each programmed DN, is limited to five with BCM50 and twenty five with BCM450.

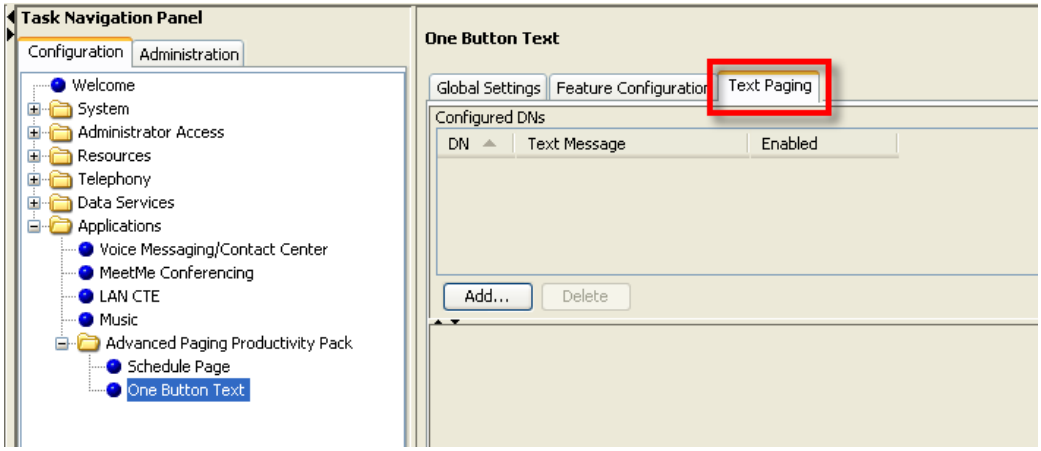
In this example, a text page “Sales Assistance” has been sent to a BCM phone.

Configuring Text Paging

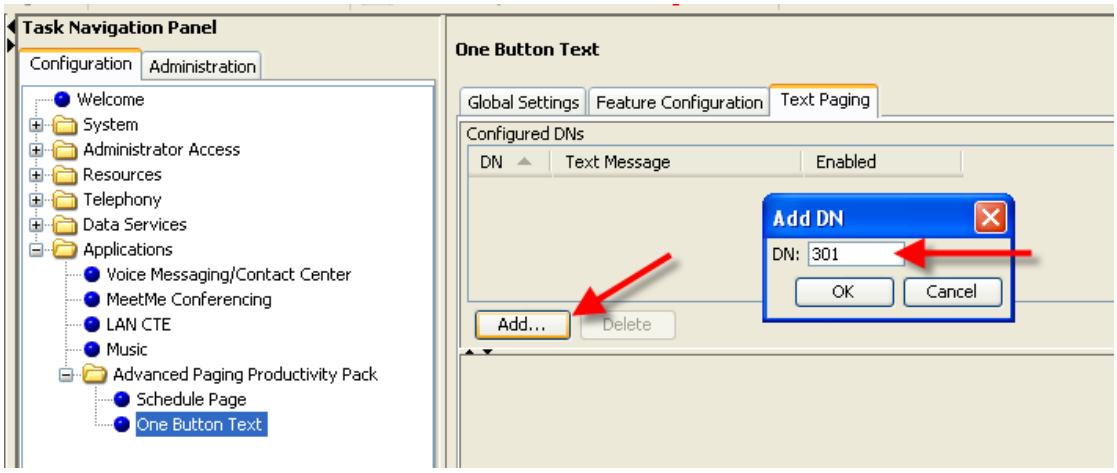
1. Login to Element Manager and from the **Configuration** tab open the **Applications** folder, followed by the **Advanced Paging Productivity Pack** folder. Click the **One Button Text** link.



2. Click the **Text Paging** tab.

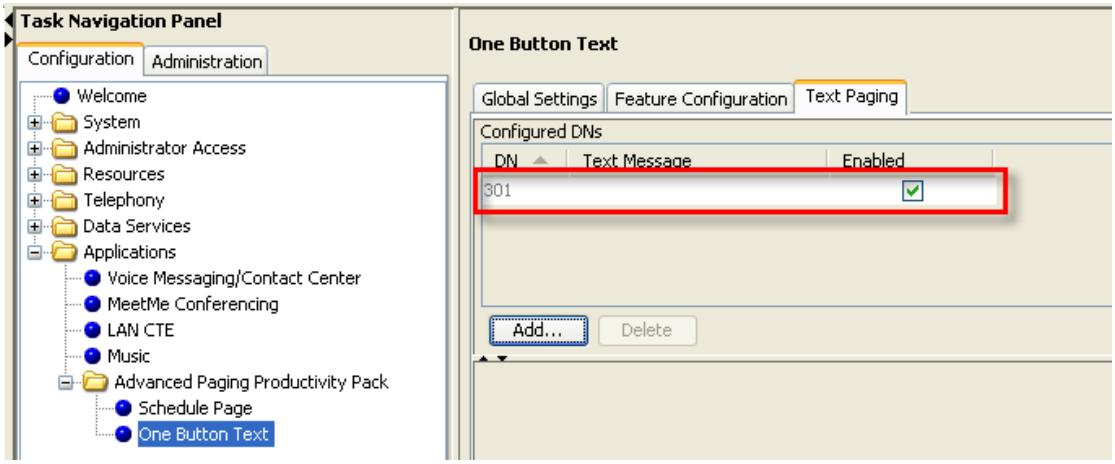


3. From the **Configured DNs** panel, click the **Add** button. Enter a DN in the **DN** field. This will be the DN from which F970 can be invoked or the DN assigned to the CAB.

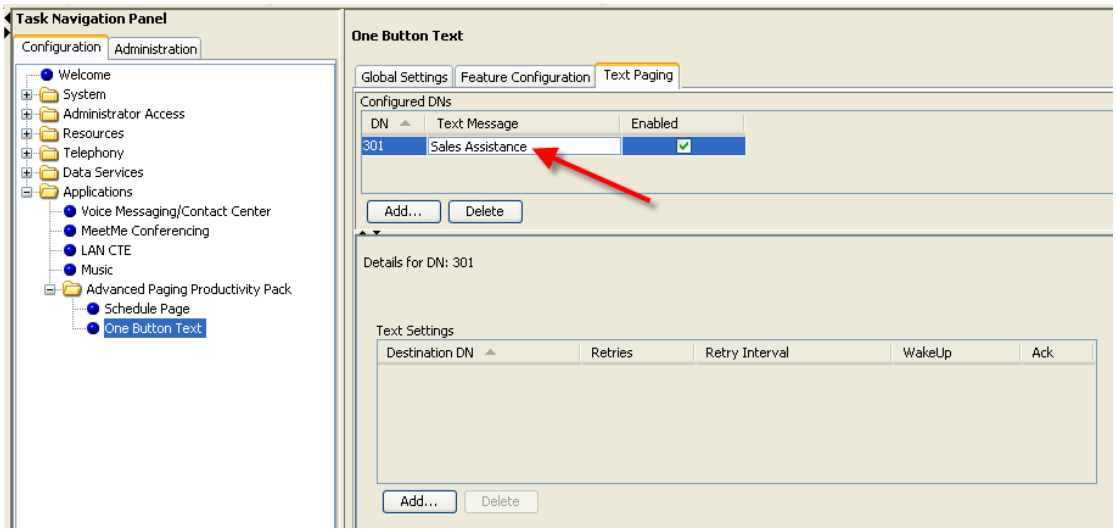


Note: For configuration details relating to Customer Assistance Boxes, please refer to the “Configuring a Customer Assistance Box “ section of this guide

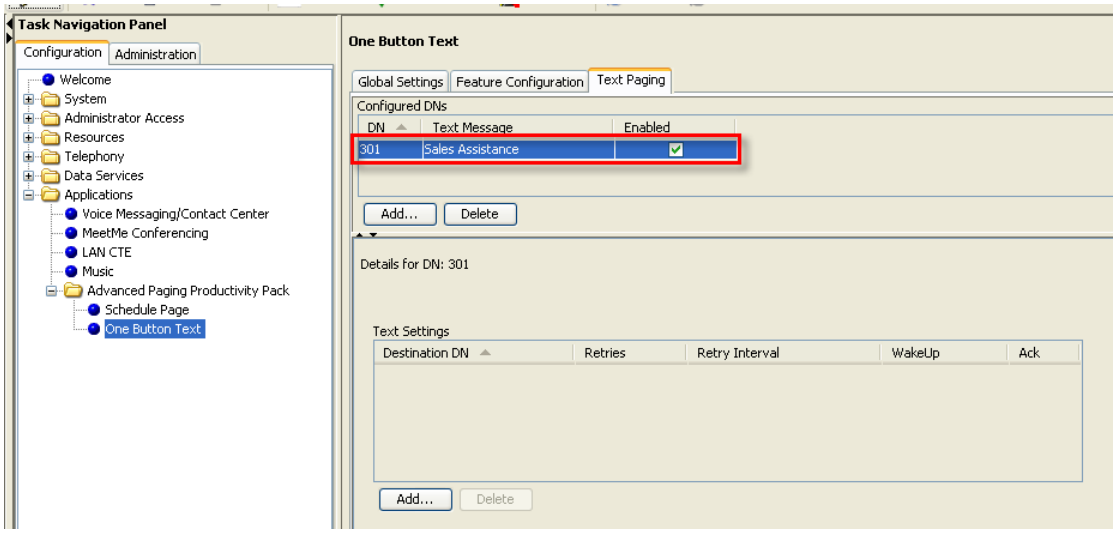
4. The configured DN will be displayed. Ensure that the DN is enabled.



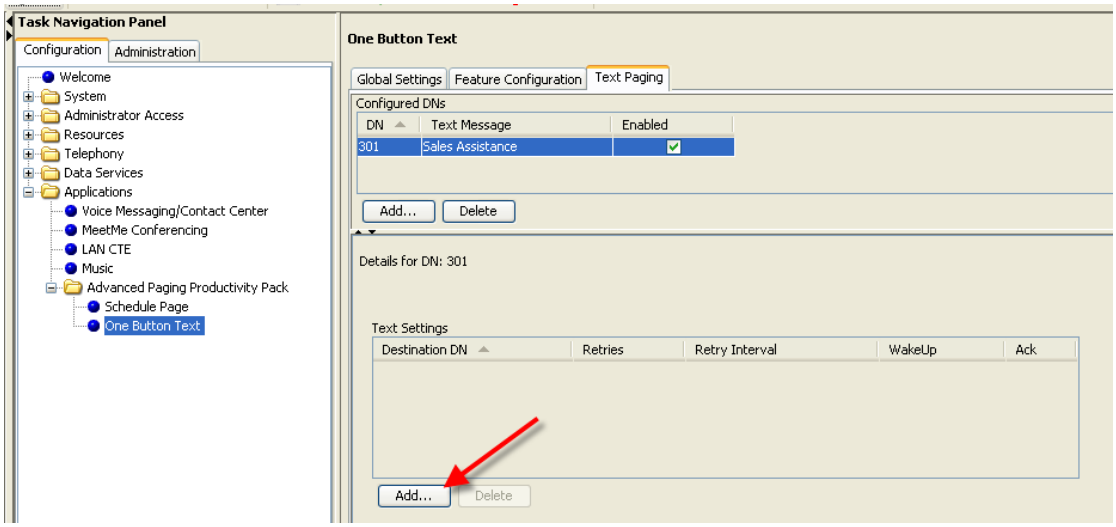
5. The text message that will be sent to the destination DNs can now be defined. Double click the **Text Message** field and enter the required message.



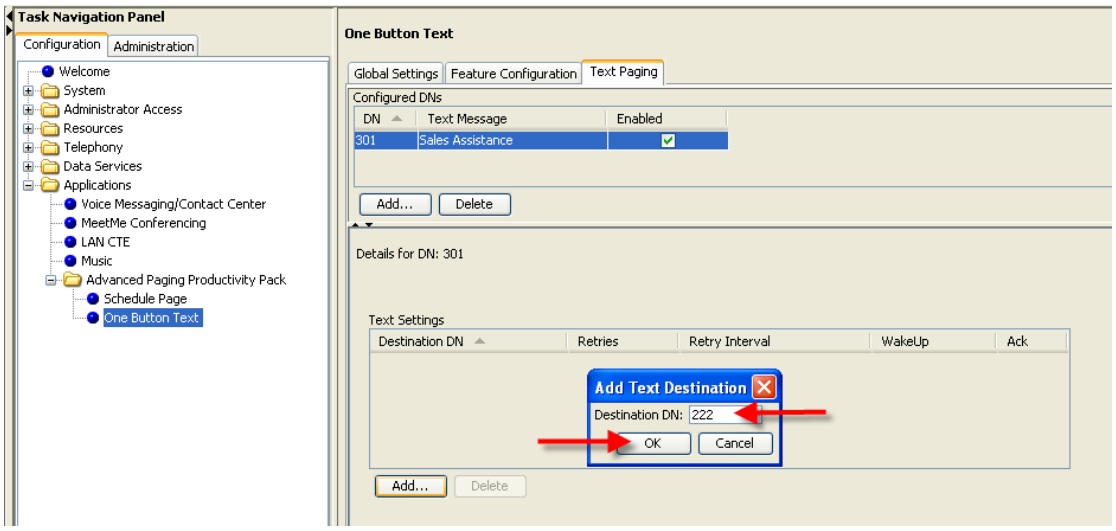
6. The DNs that will receive the text message can now be defined. Select the CAB / DN from the **Configured DNs** panel.



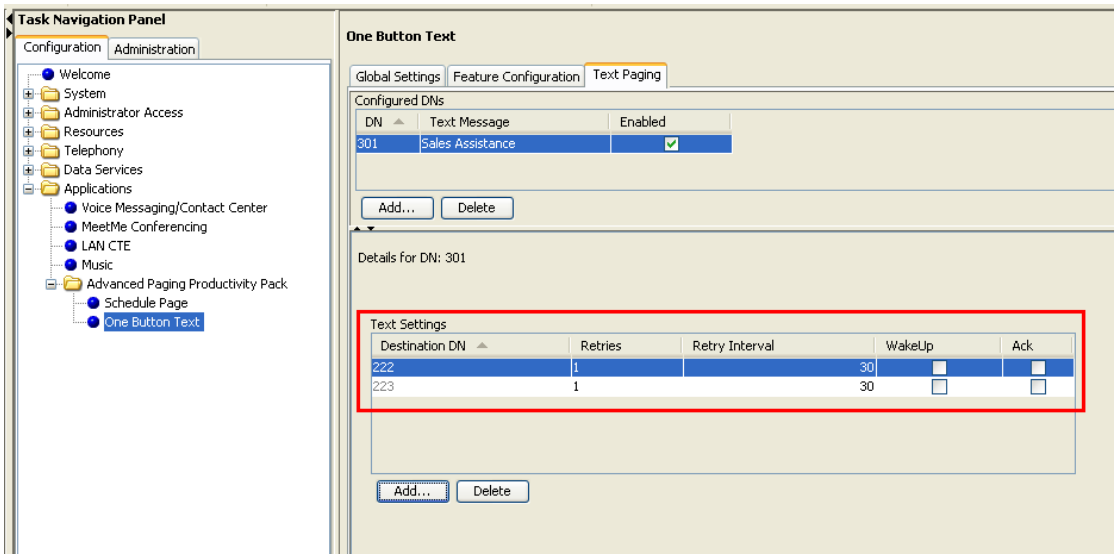
7. Click the **Add** button in the lower panel.



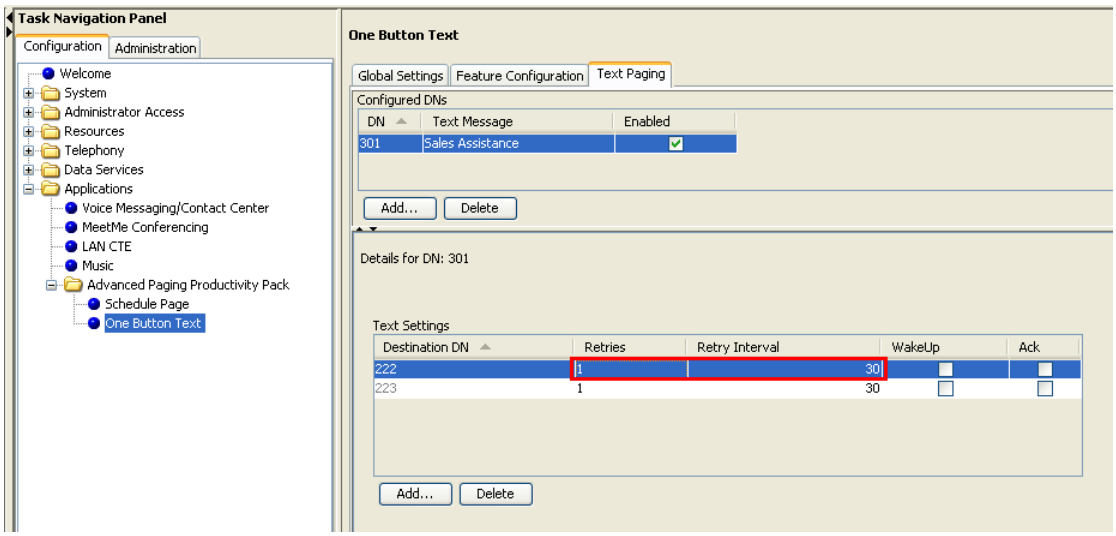
8. Enter the destination DN in the **Destination DN** field, and then click the **OK** button. Repeat the process for the other DNs that will receive the text message from the configured extension.



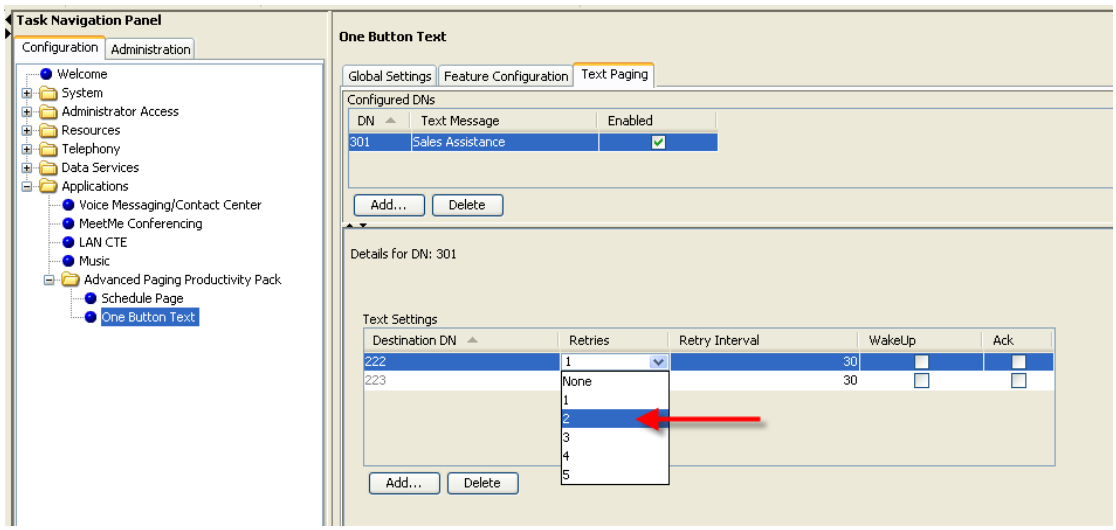
9. The destination DNs will be displayed.



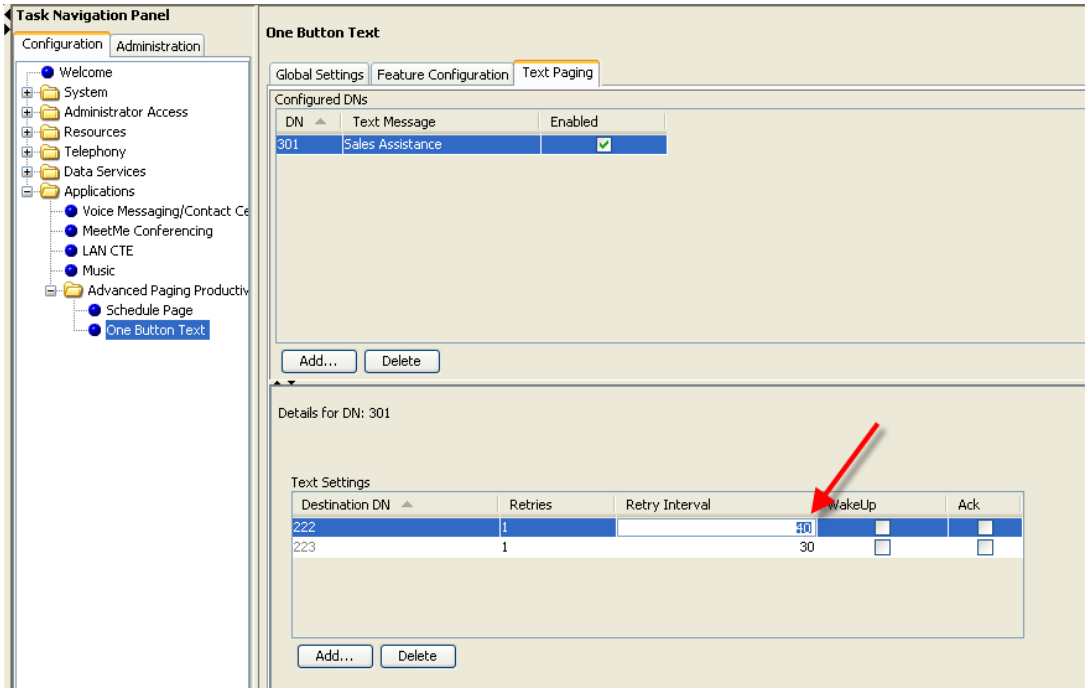
10. The number of retries and retry intervals for sending text messages can be defined. The number of retries range from 0 to 5 (1 by default) and the retry interval is defined in seconds (30 seconds by default).



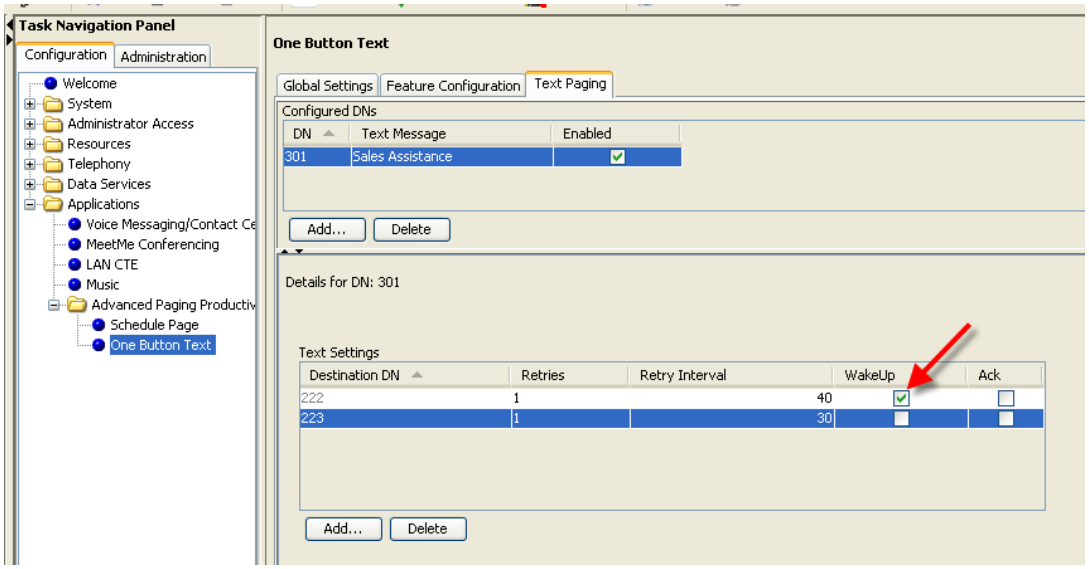
11. To change the number of retries, double click in the **Retries** field and select the required value from the drop down list.



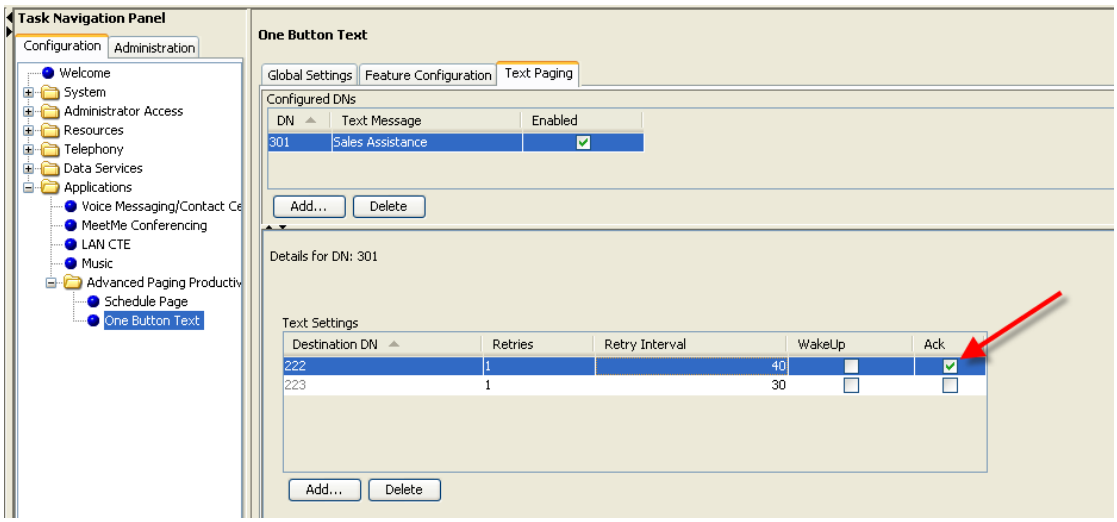
12. To change the retry interval, double click in the **Retry Interval** field and enter a value in seconds. (Maximum 300 seconds).



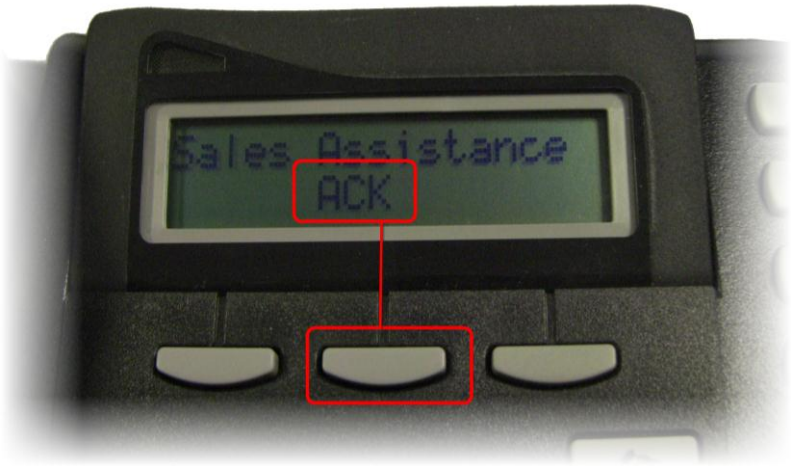
13. If the **Wake Up** option is selected, the destination DN will be called (alerted) before the text message is sent. When the DN is called its associated phone will ring for two seconds, the call will then be released and the text message sent. This is a useful feature for wireless devices, because those devices are usually on standby and are at the belt where the text display is not visible unless handheld.



14. If the **Acknowledgment** option is selected, the phone receiving the text message can acknowledge the receipt of the message and consequently be removed from the paging sequence.



A message can be acknowledged by selecting a soft key labelled "**ACK**" or by pressing key "**5**" on the phone.

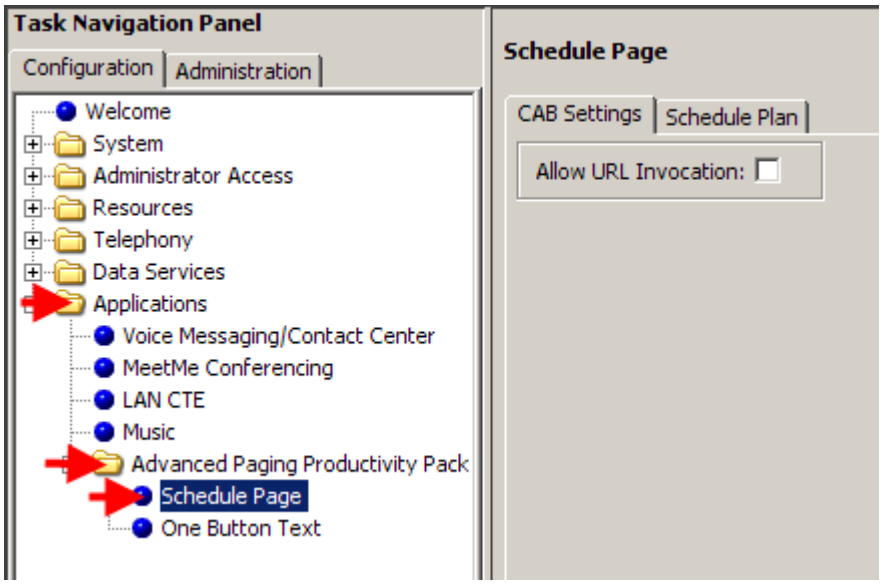


Schedule Page

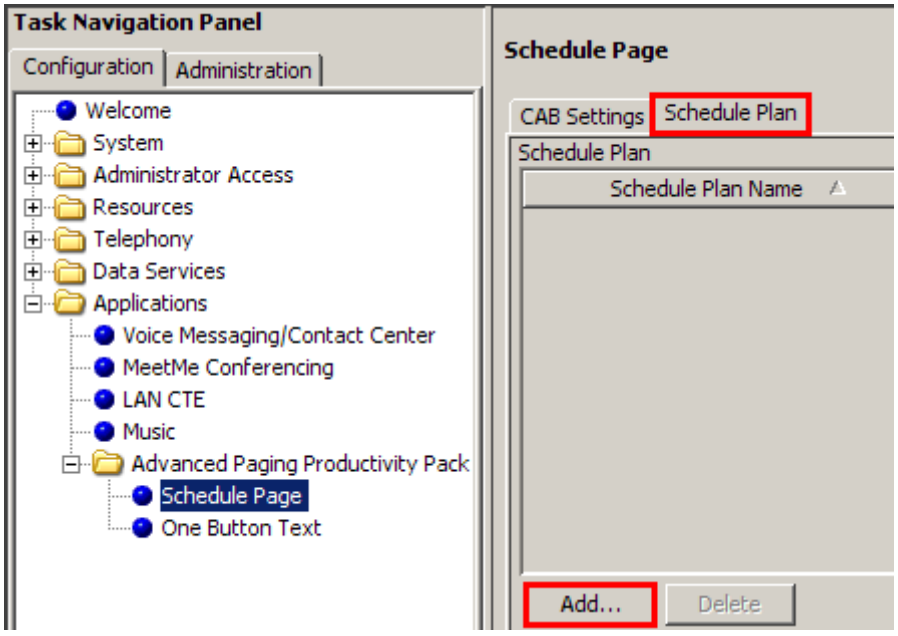
The BCM has the capability of playing pre recorded page announcements automatically to defined page zones, at pre defined times. If the page zone or overhead page system is in use at the time the page announcement is scheduled to play, the system will queue the page and play it when the resource becomes available. For example this facility could be used to announce to customers that the store is about to close or to remind staff that a store delivery is due.

Creating a Schedule Plan

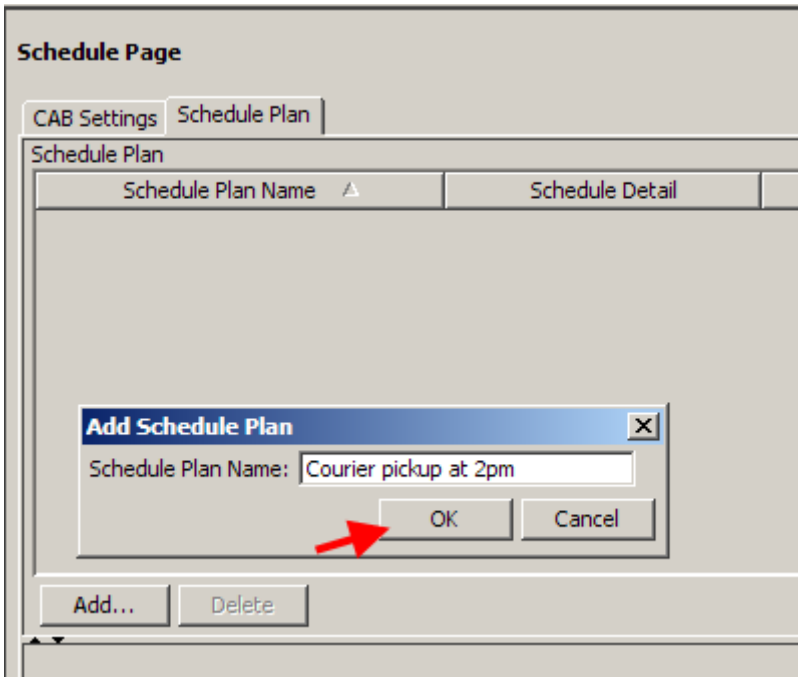
1. Login to Element Manager and from the **Configuration** tab open the **Applications** folder followed by the **Advanced Paging Productivity Pack** folder followed by the **Schedule Page** link.



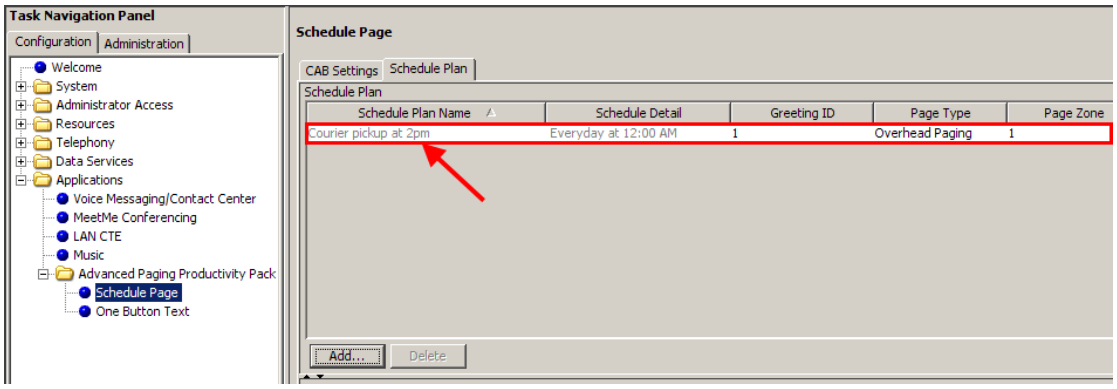
2. Click on the **Schedule Plan** tab and click the **Add** button.



3. Enter a descriptive name to identify the Schedule Plan then click the **OK** button.



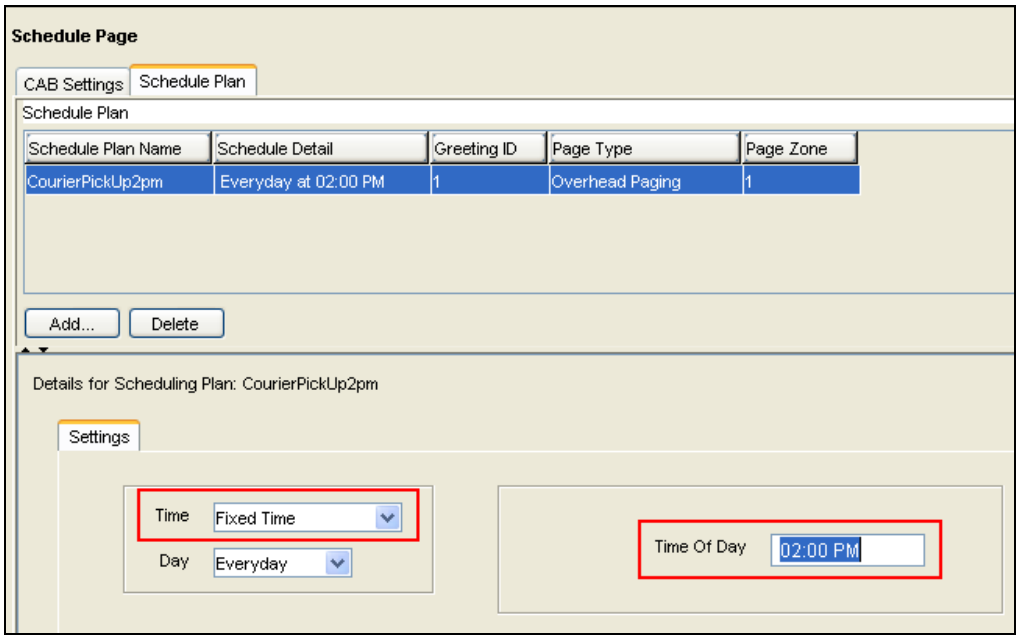
4. Select the schedule you have just created and the details for that schedule will appear in the bottom panel of the screen.



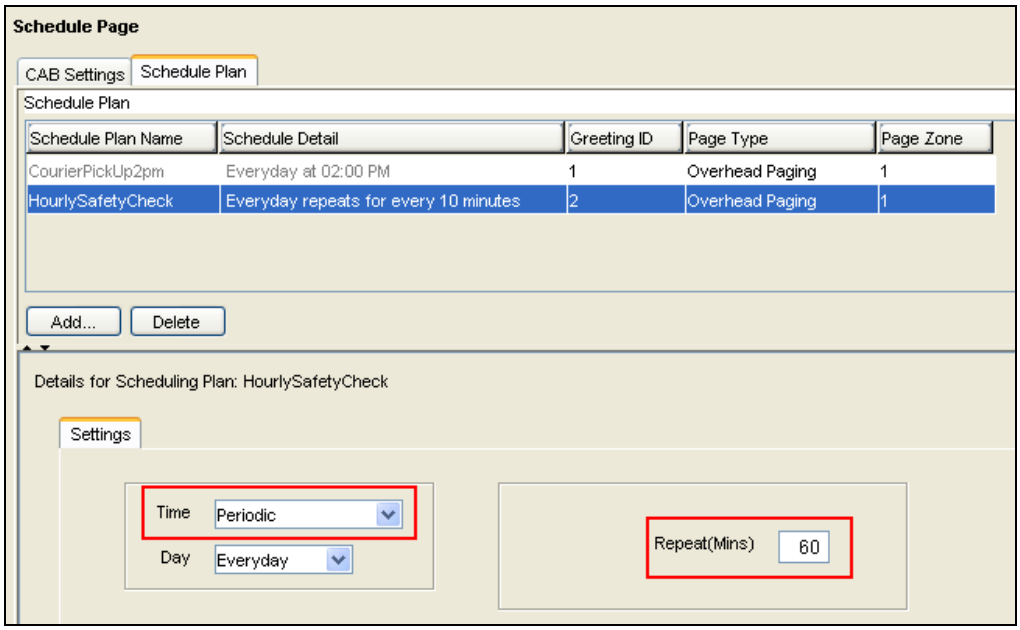
5. The time that the schedule will be activated can now be defined. There are four options available:

   i. Fixed Time.
   ii. Periodic.
   iii. After Opening Time.
   iv. Before Closing Time.

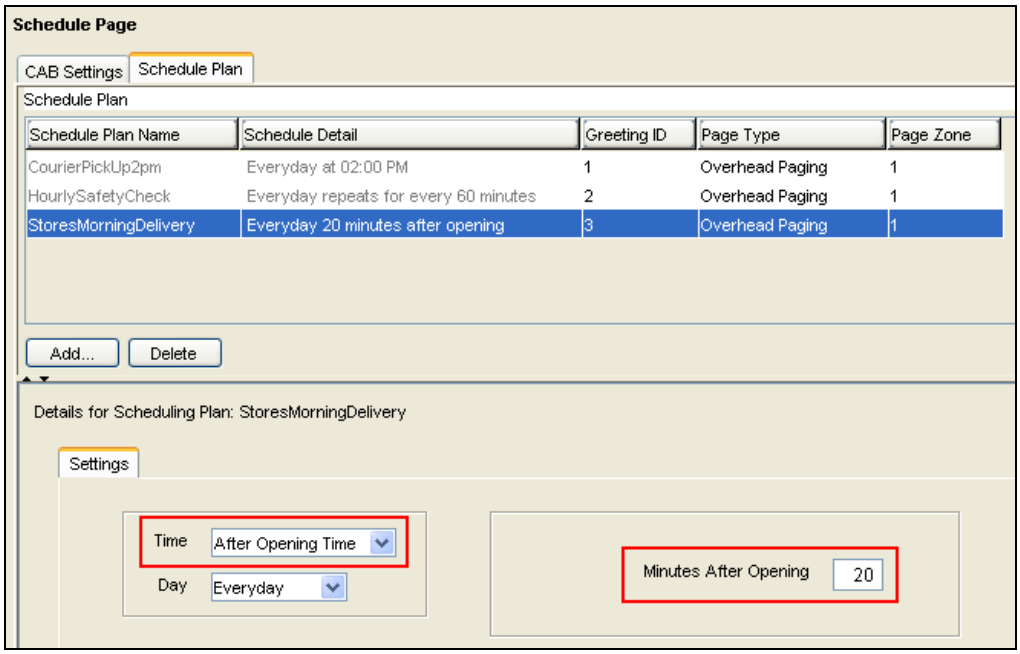
- **Fixed Time**: The page announcement will occur at the same specified time each day. The time is specified in the **Time of Day** field. In this example a fixed time of 2pm has been configured.



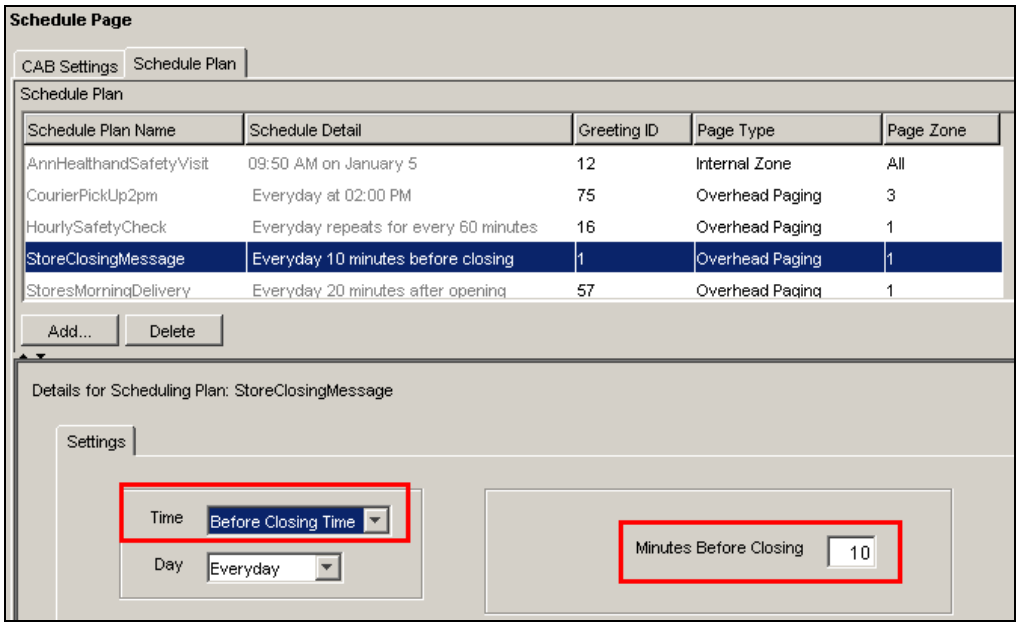
- **Periodic**: The page announcement will be played in a repeated fashion depending on the value entered in the **Repeat (Mins**) field. If you enter a 0 in this field the announcement will play once only at the start of the business hours. The time period available is 0 – 360 minutes.



- **After Opening Time**: The page announcement will be played after a defined number of minutes after opening time. The defined minutes can range from 0 – 360 minutes.



- **Before Closing Time**: The page announcement will be played after a defined number of minutes before closing time. The defined minutes can range from 0 – 360 minutes.

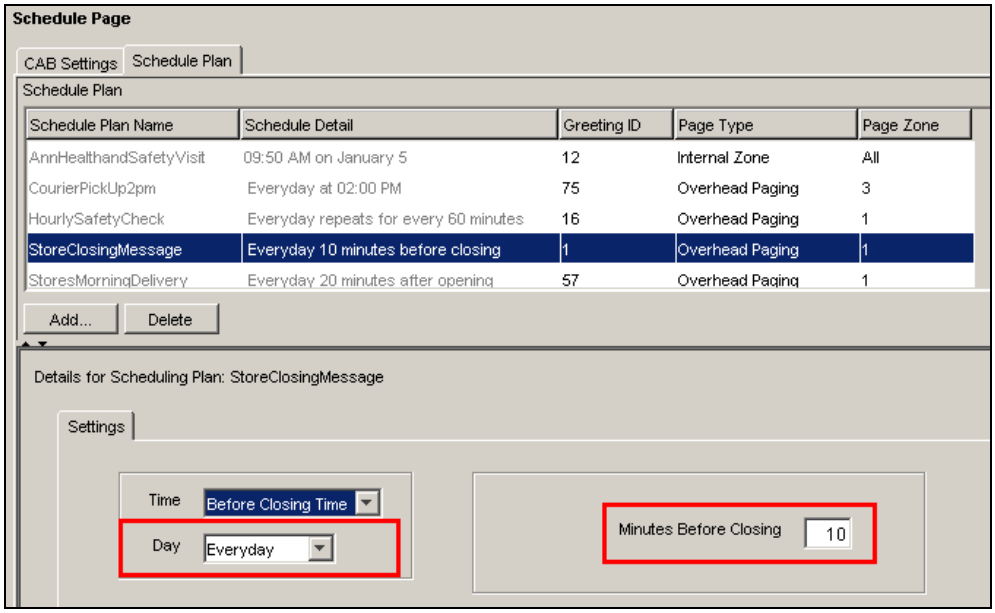


Note: The Opening Times and Closing Times are defined in the CallPilot Manager, Auto-Attendant Greeting Table 1.

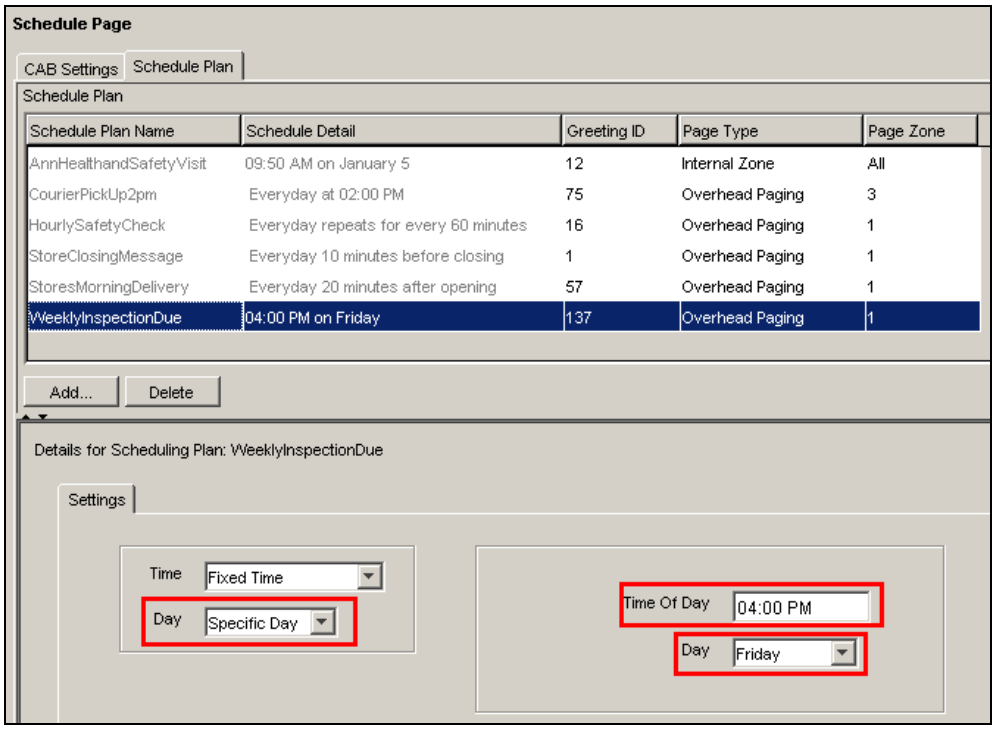
6. The time of day that the page announcement will be played needs to be defined. There are three options available:

    v. Everyday.
    vi. Specific Day.
    vii. Specific Date.

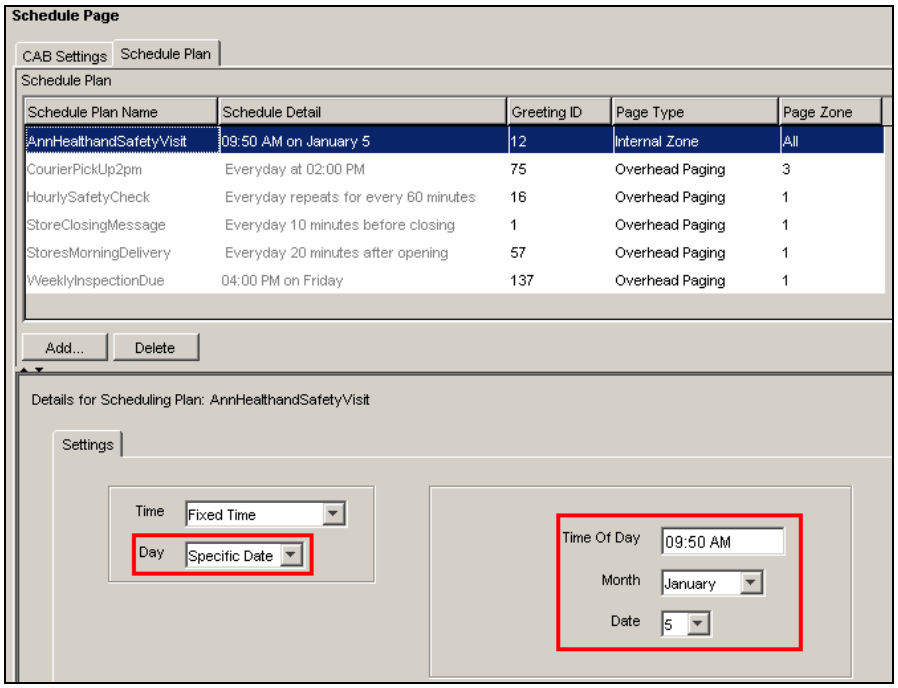
- **Everyday:** The page announcement will be played each day.



- **Specific Day:** The page announcement will only be played on the day specified in the **Day** field. This will take precedence over plans set to **Everyday**.

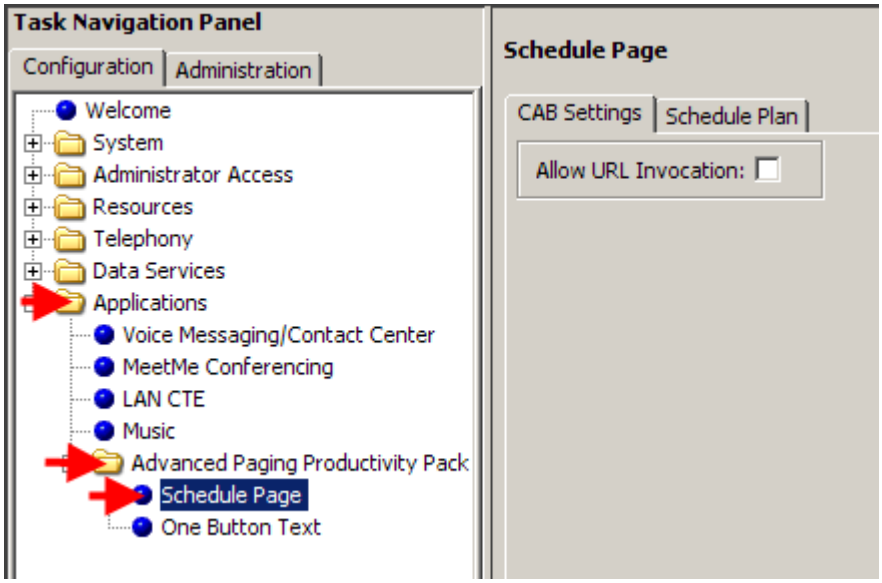


- **Specific Date:** The page announcement will be played each year on the date specified in the **Date & Month** fields. This will take precedence over plans set to either **Everyday** or **Specific Day**.

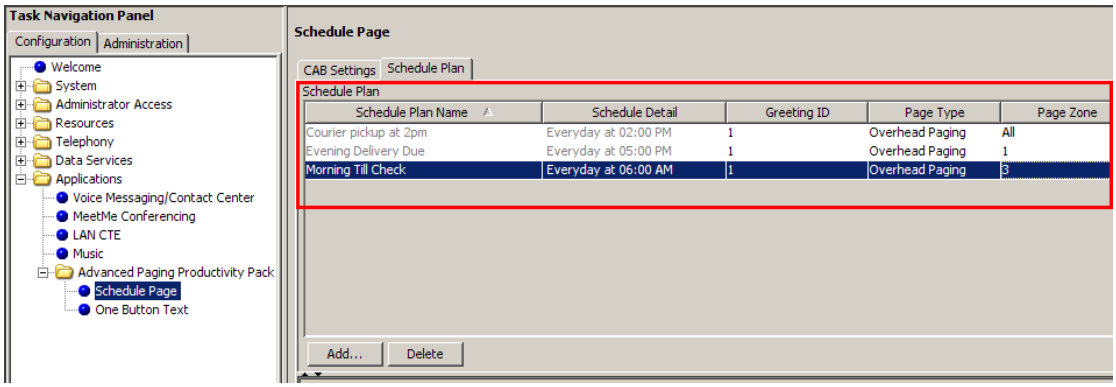


Assigning a Greeting to a Schedule Plan

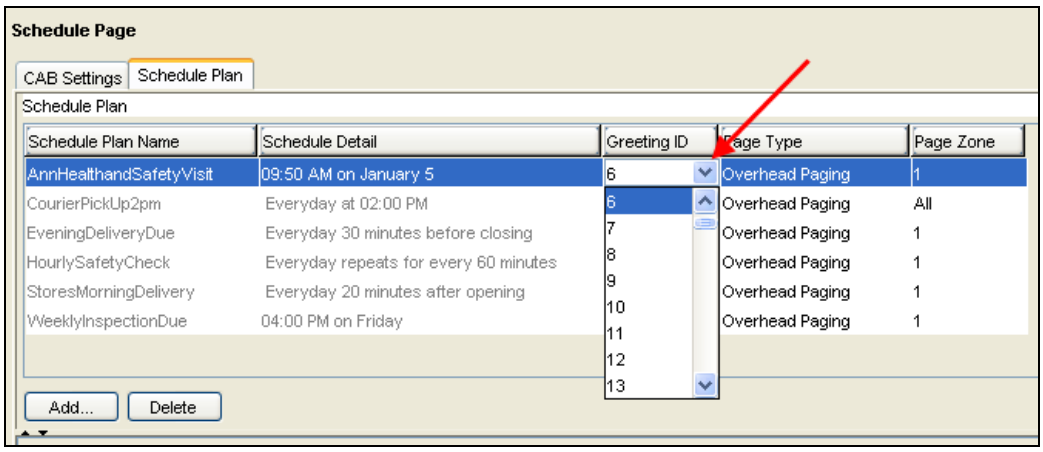
1. Login to Element Manager and from the **Configuration** tab open the **Applications** folder followed by the **Advanced Paging Productivity Pack** folder followed by the **Schedule Page** link.



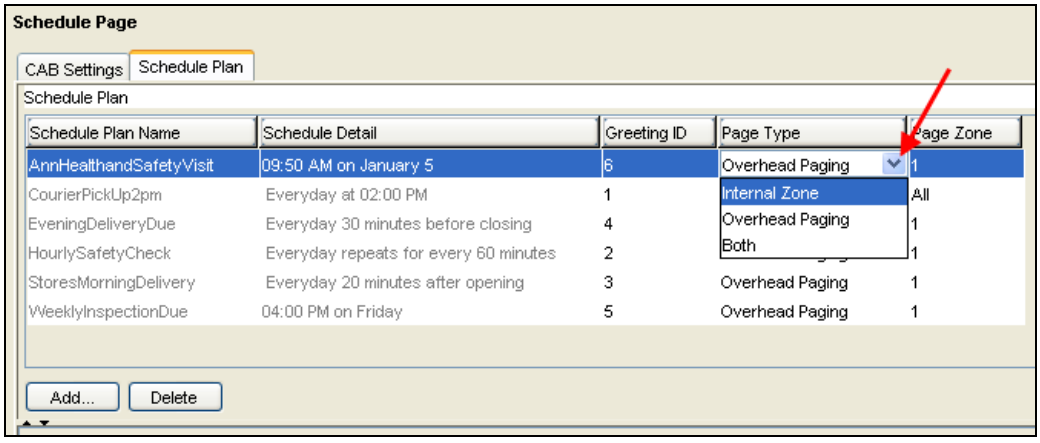
2. Any Schedule Plans that you have created will be displayed.



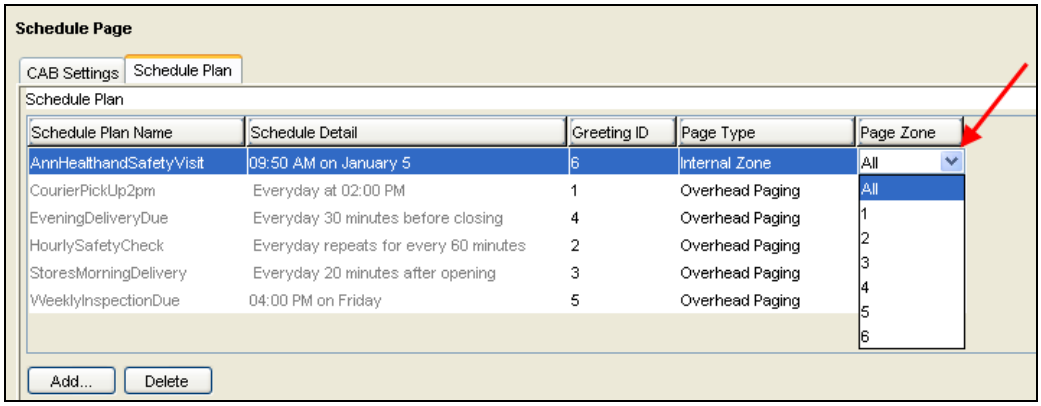
3. Double click on the **Greeting ID** field for the required scheduled plan and select the greeting that will be announced as part of this schedule.



4. From the **Page Type** drop down box select a page type that will be used. The options available are: internal zone, overhead paging or both. The default setting is **Overhead Paging**.



5. The **Page Zone** drop down box allows you to select a page zone to which the page announcement will be played. The zones available are zones **1** to **6**, or **All** zones. The default is zone **1**. If overhead paging is utilised this setting is ignored.

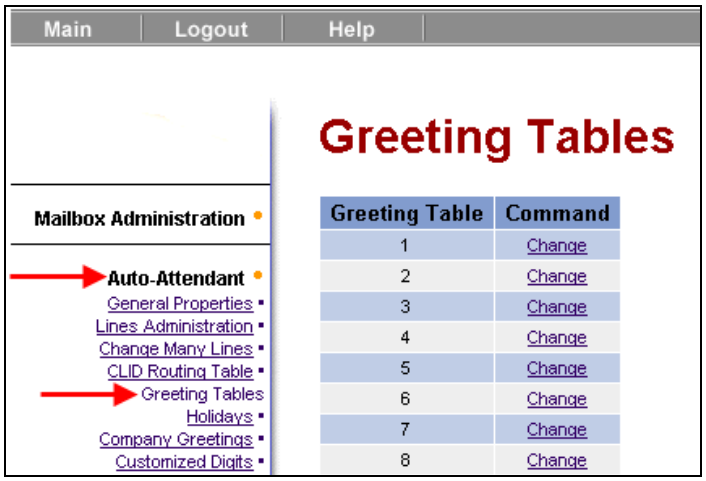


Note: That extensions (DN's) can be assigned to the appropriate page zone from the DN's Capabilities settings within Element Manager. This will allow different physical areas to be covered by telephones belonging to specific zones. Eg Sales extensions in zone 1, Parts extensions in zone 2. Please refer to the **Assigning Extensions to Page Zones** sections of this guide.

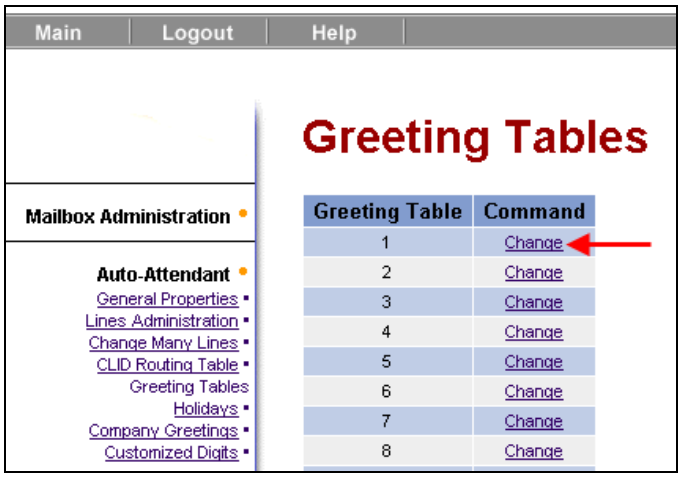
Scheduled Page - Defining the Opening and Closing Times within CallPilot Manager

The opening and closing times that can be used with the **After Opening Time** and **Before Closing Time** features of the Scheduled page facility are defined within Greeting Table 1 of Call Pilot Manager.

1. Login to Call Pilot Manager and select the **Auto Attendant** link followed by the **Greeting Tables** link.

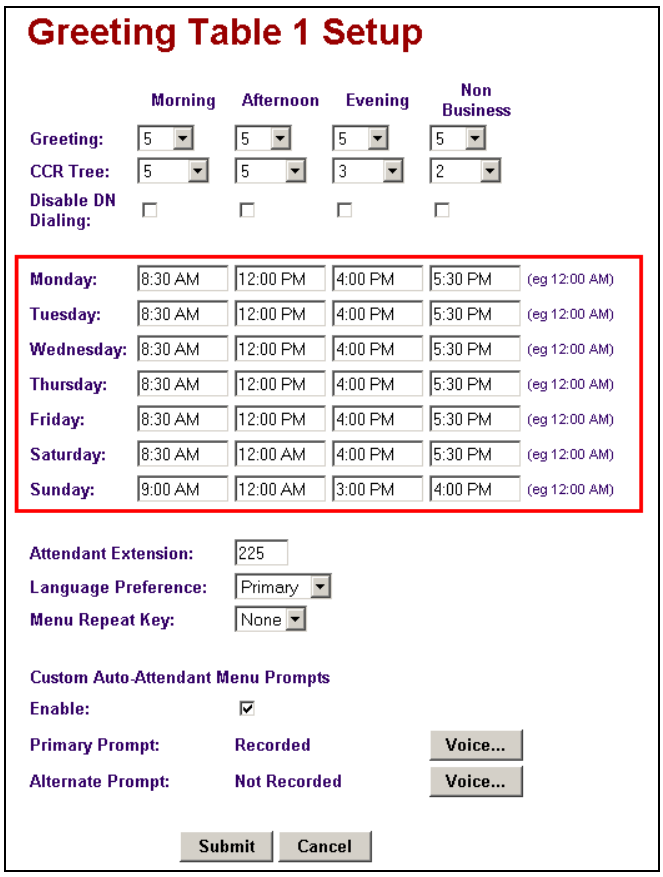


2. Select the **Change** link for **Greeting Table 1**.



3. The Greeting table will be displayed. In order for announcements to be played in relation to the stores Opening and Closing Times enter the stores business hours for each day of the week in a 12 hour clock format.

4. In the example below the store is open from 8:30am until it closes at 5:30pm from Monday to Saturday. On Sunday the store opens at 9:00am and closes at 4:00pm. Once you have entered the opening hours the click **Submit** button.


Greeting Table 1 Setup
Morning
Afternoon
Evening
Non Business
Greeting:
CCR Tree:
Disable DN Dialing:
Monday: 8:30 AM 12:00 PM 4:00 PM 5:30 PM (eg 12:00 AM)
Tuesday: 8:30 AM 12:00 PM 4:00 PM 5:30 PM (eg 12:00 AM)
Wednesday: 8:30 AM 12:00 PM 4:00 PM 5:30 PM (eg 12:00 AM)
Thursday: 8:30 AM 12:00 PM 4:00 PM 5:30 PM (eg 12:00 AM)
Friday: 8:30 AM 12:00 PM 4:00 PM 5:30 PM (eg 12:00 AM)
Saturday: 8:30 AM 12:00 AM 4:00 PM 5:30 PM (eg 12:00 AM)
Sunday: 9:00 AM 12:00 AM 3:00 PM 4:00 PM (eg 12:00 AM)
Attendant Extension: 225
Language Preference: Primary
Menu Repeat Key: None
Custom Auto-Attendant Menu Prompts
Enable:
Primary Prompt: Recorded Voice...
Alternate Prompt: Not Recorded Voice...
Submit
Cancel

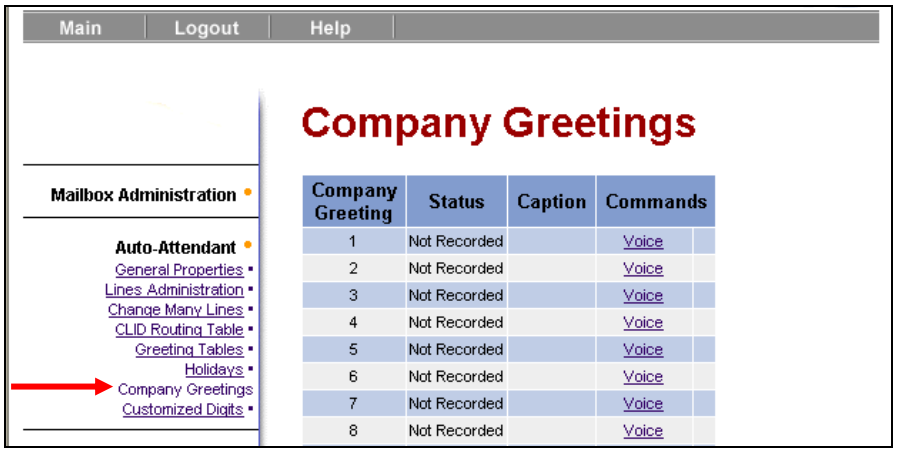
Recording Schedule Page Announcement Greetings (Company Greetings)

You will need to define the greetings that will be played as the page announcements. These are Company Greetings that are recorded from the **Auto Attendant** section of CallPilot Manager.

Recording a Company Greeting

1. Login to Call Pilot Manager and click the **Auto-Attendant** heading.

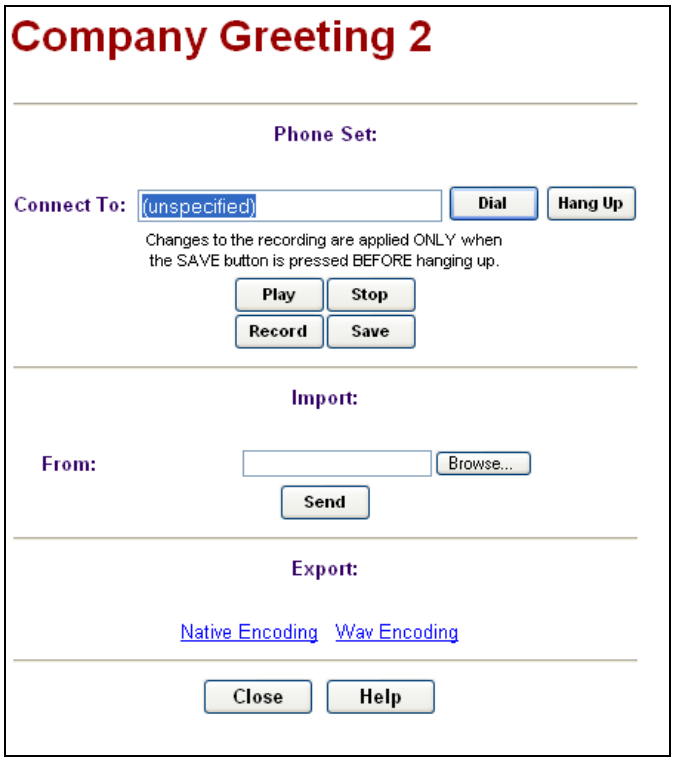
2. Click the **Company Greetings** link. The Company Greetings screen appears.



3. Click the **Voice** link for the greeting you want to record.

Note: For best results, use a telephone that is attached to the same BCM as your voicemail system. Avoid using cordless telephones or handsfree.

4. The Company Greeting recording screen appears as below.



5. In the **Connect to** box, type the extension number or telephone number you are using to record the greeting.

For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dial the telephone number from the voicemail system. For example, you might need to dial 9, the area code, and then the telephone number.

a. Click the **Dial** button. The telephone rings.

b. Pick up the handset. Do not use Handsfree.

c. After the tone, record your prompt.

d. After you finish recording your prompt, click the **Stop** button.

e. To listen to the prompt, click the **Play** button or to save the recording, click the **Save** button. Do not replace the handset until you click the save button if you wish to keep the greeting, or the recording will be lost.

f. Click the **Close** button and replace your telephone handset.

Now that the Company Greetings have been recorded they can now be used for Scheduled Page announcements.

Customer Assistance Page

The customer assistance page facility can be used by a customer to alert store personnel that they require assistance.

When the customer requires assistance they press a button on a customer assistance box (CAB).

Once the button has been pressed a pre-programmed page announcement is played to the configured page zone. For example “customer assistance required in the footwear department”.

The Customer Assistance Box utilises Park and Page nodes configured within a Custom Call Routing (CCR) Tree. The CAB itself emulates a TDM device so that when a customer presses the Call Button Feature 970 is invoked.

To configure Customer Assistance Page you will need to create a CCR Tree that contains Park & Page Nodes that will access and play page announcements to specified page zones.

Creating a CCR Tree with Park & Page Nodes.

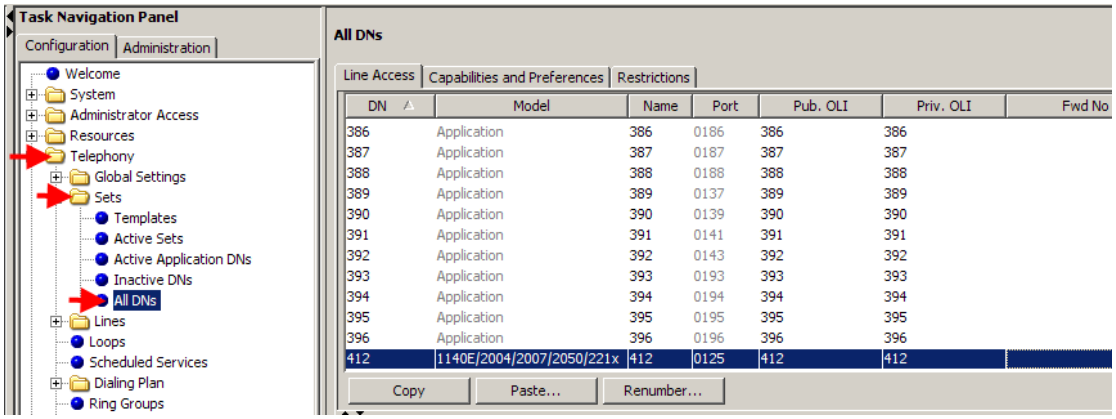
To create a CCR Tree that includes the required Park & Page nodes please refer to the ***Configuring the CCR Tree Park & Page Nodes*** section of this guide.

Configuring the Customer Assistance Box

The CAB itself we need to be connected to the BCM as an available TDM port. When this process has been completed the CAB will automatically be assigned a Directory Number (DN).

The CAB now needs to be named within Element Manager:

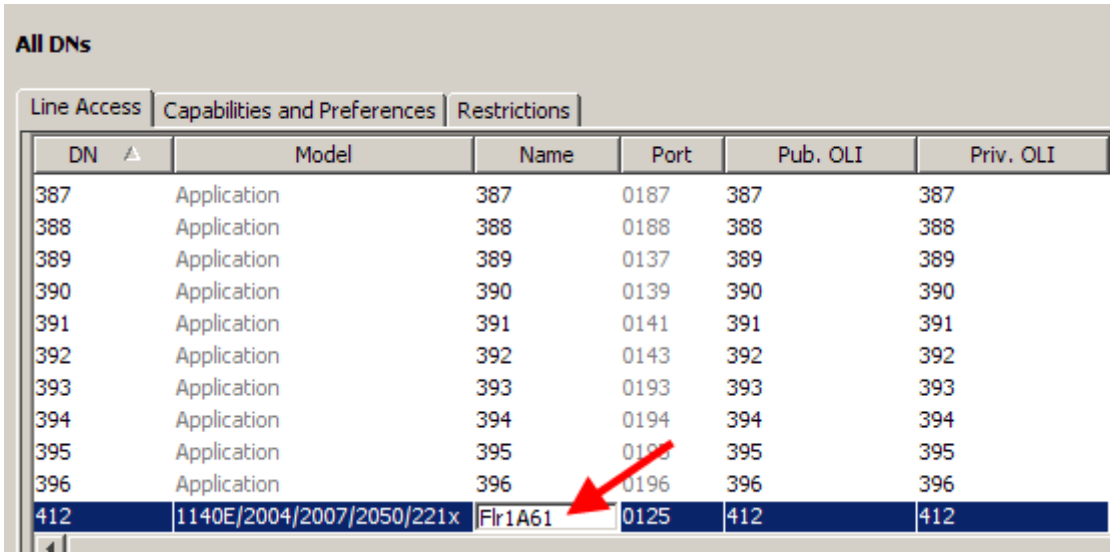
1. Login to Element Manager and from the **Configuration** tab open the **Telephony** folder followed by the **Sets folder** and select **All DN's**.



2. Select the DN that has been configured for the CAB and double click on the **Name** field. Enter a name for the CAB in the following format:

    - **nnnnnXY.**
    - Where the **nnnnn** is a five character name for the CAB.
    - **X** Identifies the number of the CCR Tree that contains the required Park and Page node.
    - **Y** identifies the Park & Page Node within that tree.

3. In the example below DN 412 has been assigned as a CAB DN and has been named to identify its location in the store. For example it is located on Floor 1 Sales Area A (**Flr1A**) and will access CCR Tree 6 and Node 1 of that tree (**61**). So to reflect this the CAB name in this example is **Flr1A61.**

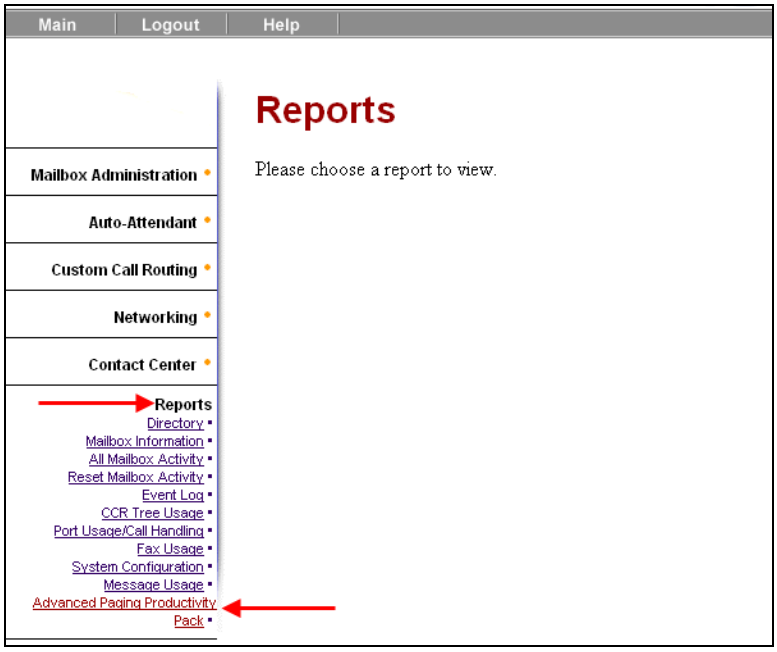


4. Press the **Tab** key on the keyboard to confirm the changes you have made.

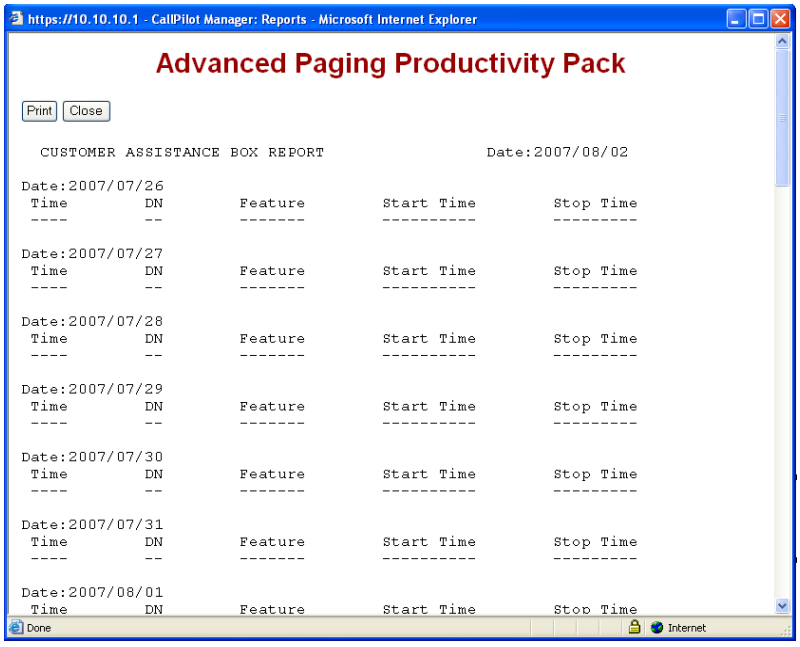
Reporting

Call Pilot Manager can be used to produce reports that contain information regarding the use of the Customer Assistance Page, One Button Page and One Button Text features.

1. To access the reports, login into CallPilot Manager and select the **Reports** link, followed by the **Advanced Paging Productivity Pack** link.



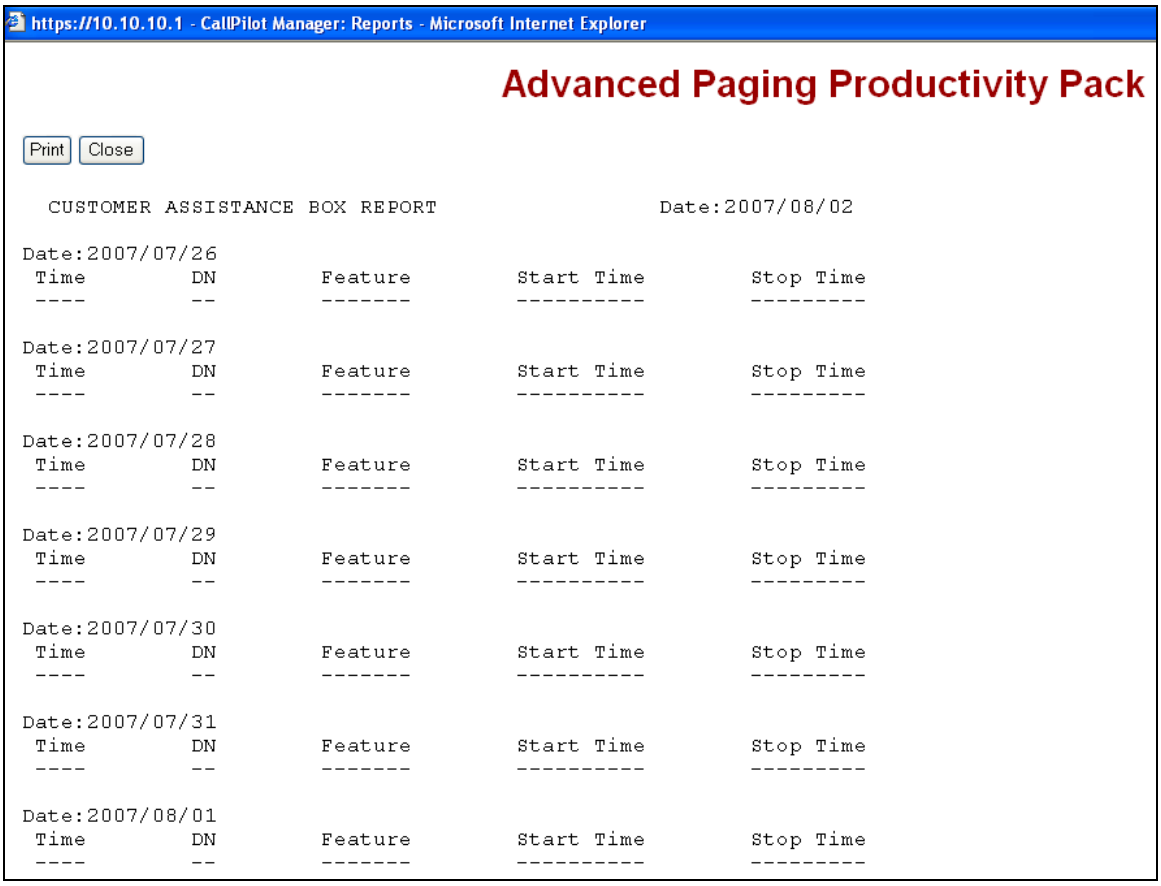
2. The report will be generated.



Reporting for Customer Assistance Page

This section of the report contains details relating to each help request. The information produced includes:

DN: DN configured for use as a CAB.
Start time: The time of day when a customer pressed the Help button.
End time: The time of day when a salesperson pressed the Cancel button, or the time of the system timed out if no salesperson pressed the Cancel button.
Feature (F9xy): Where x and y are the last two digits of the CAB name.



Reporting for One Button Page

This section of the report contains a record for each time the One Button Page feature was utilised.

The information produced includes:

DN: DN of the telephone where the One Button Page feature was initiated.
Feature (F9xy): Where x is the number of the CCR tree that contains the desired Park and Page node, and y is the number of the Park and Page node within the CCR tree.
Start Time: The time of day when One Button Page was initiated.

https://10.10.10.1 - CallPilot Manager: Reports - Microsoft Internet Explorer

```
Date:2007/08/01
 Time         DN         Feature         Start Time         Stop Time
 ----         --         -------         ----------         ---------

  ONE BUTTON PAGE REPORT                              Date:2007/08/02

Date:2007/07/26
 Time         DN         Feature         Start Time
 ----         --         -------         ----------

Date:2007/07/27
 Time         DN         Feature         Start Time
 ----         --         -------         ----------

Date:2007/07/28
 Time         DN         Feature         Start Time
 ----         --         -------         ----------

Date:2007/07/29
 Time         DN         Feature         Start Time
 ----         --         -------         ----------

Date:2007/07/30
 Time         DN         Feature         Start Time
 ----         --         -------         ----------

Date:2007/07/31
 Time         DN         Feature         Start Time
 ----         --         -------         ----------
11:32        221          F971           11:32:15
11:32        222          F971           11:32:24
11:32        222          F971           11:32:32
11:32        222          F971           11:32:39
11:32        222          F971           11:32:53
11:32        222          F971           11:32:56
16:10        221          F961           16:10:37
16:15        222          F961           16:15:03
16:24        221          F965           16:24:58

Date:2007/08/01
 Time         DN         Feature         Start Time
 ----         --         -------         ----------
09:38        221          F968           09:38:31
09:38        221          F961           09:38:40
09:38        222          F962           09:38:50
09:38        222          F968           09:38:55
09:39        222          F967           09:39:01
09:45        221          F968           09:45:41
10:28        221          F961           10:28:02
10:28        221          F962           10:28:06
```

Reporting for One Button Text

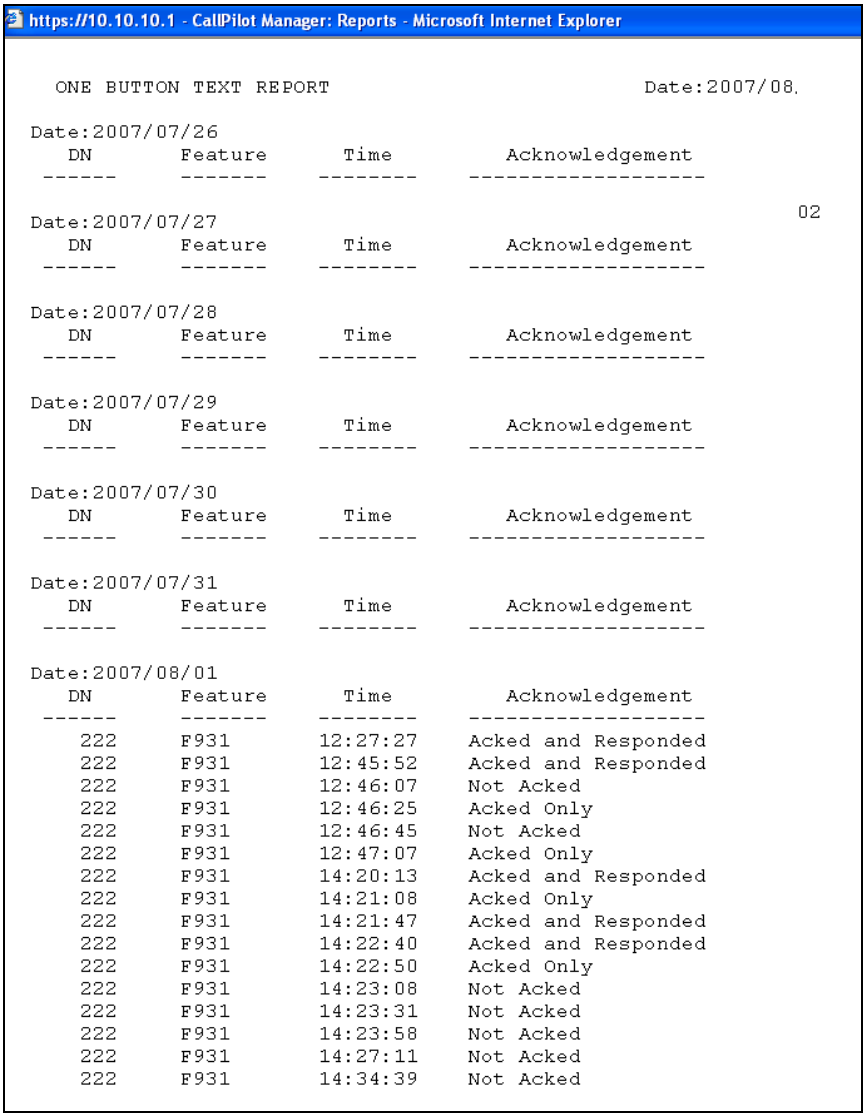
This section of the report contains a record for each time the One Button Text feature was utilised.

The information produced includes:

DN – DN of the telephone where the One Button Text feature was initiated.
Feature Code – feature code of the One Button Text feature.
Time – the time of day when the One Button Text feature was initiated.

The Result field displays one of three values:

- **Acked and Responded**: recipient pressed the **OK** soft key in response to message.
- **Acked Only**: recipient pressed the **Cancel** soft key in response to message.
- **Not Acked**: recipient did not acknowledge the message within the allocated time.



https://10.10.10.1 - CallPilot Manager: Reports - Microsoft Internet Explorer

ONE BUTTON TEXT REPORT Date:2007/08.

Date:2007/07/26

DN	Feature	Time	Acknowledgement

02

Date:2007/07/27

DN	Feature	Time	Acknowledgement

Date:2007/07/28

DN	Feature	Time	Acknowledgement

Date:2007/07/29

DN	Feature	Time	Acknowledgement

Date:2007/07/30

DN	Feature	Time	Acknowledgement

Date:2007/07/31

DN	Feature	Time	Acknowledgement

Date:2007/08/01

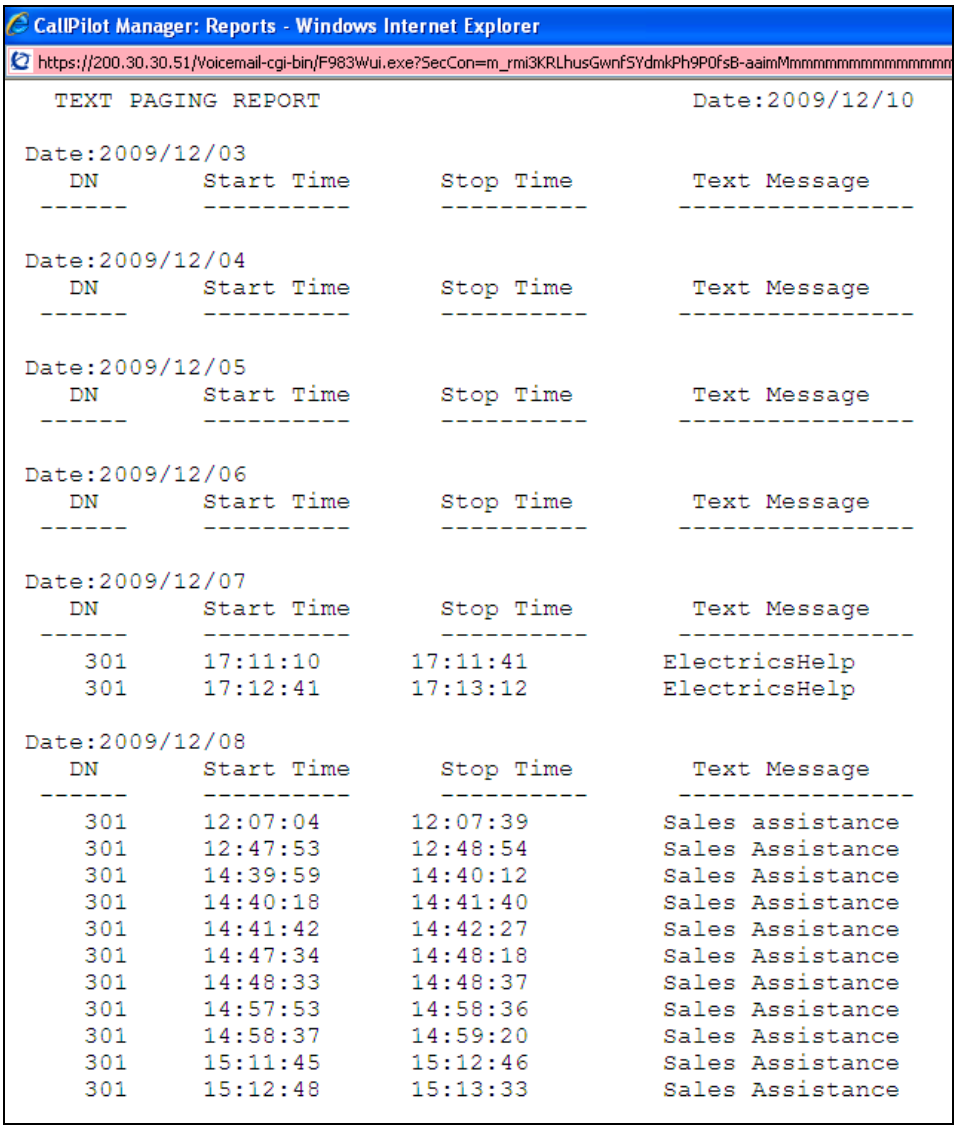
DN	Feature	Time	Acknowledgement
222	F931	12:27:27	Acked and Responded
222	F931	12:45:52	Acked and Responded
222	F931	12:46:07	Not Acked
222	F931	12:46:25	Acked Only
222	F931	12:46:45	Not Acked
222	F931	12:47:07	Acked Only
222	F931	14:20:13	Acked and Responded
222	F931	14:21:08	Acked Only
222	F931	14:21:47	Acked and Responded
222	F931	14:22:40	Acked and Responded
222	F931	14:22:50	Acked Only
222	F931	14:23:08	Not Acked
222	F931	14:23:31	Not Acked
222	F931	14:23:58	Not Acked
222	F931	14:27:11	Not Acked
222	F931	14:34:39	Not Acked

Reporting for Text Paging

This section of the report contains a record for each time the Text Paging feature was utilised.

The information produced includes:

DN – DN of the telephone where the Text Paging feature was initiated.
Start Time – The time of day when the Text Paging feature was started.
Stop Time - The time of day when the Text Paging feature was stopped. This could be due to the destination DN acknowledging the page, the number of retries elapsing or the reset button of the CAB being pressed.
Text Message – The text message used.


CallPilot Manager: Reports - Windows Internet Explorer
https://200.30.30.51/Voicemail-cgi-bin/F983Wui.exe?SecCon=m_rmi3KRLhusGwnfSYdmkPh9P0fsB-aaimMmmmmmmmmmmmmm
TEXT PAGING REPORT Date:2009/12/10
Date:2009/12/03
DN Start Time Stop Time Text Message
Date:2009/12/04
DN Start Time Stop Time Text Message
Date:2009/12/05
DN Start Time Stop Time Text Message
Date:2009/12/06
DN Start Time Stop Time Text Message
Date:2009/12/07
DN Start Time Stop Time Text Message
301 17:11:10 17:11:41 ElectricsHelp
301 17:12:41 17:13:12 ElectricsHelp
Date:2009/12/08
DN Start Time Stop Time Text Message
301 12:07:04 12:07:39 Sales assistance
301 12:47:53 12:48:54 Sales Assistance
301 14:39:59 14:40:12 Sales Assistance
301 14:40:18 14:41:40 Sales Assistance
301 14:41:42 14:42:27 Sales Assistance
301 14:47:34 14:48:18 Sales Assistance
301 14:48:33 14:48:37 Sales Assistance
301 14:57:53 14:58:36 Sales Assistance
301 14:58:37 14:59:20 Sales Assistance
301 15:11:45 15:12:46 Sales Assistance
301 15:12:48 15:13:33 Sales Assistance

Troubleshooting

- If you find that the Advanced Paging features are not functioning you should ensure that the Advanced Paging Productivity Pack keycode is applied.

- If the one button page feature is not working then ensure that the target CCR tree and target node is referenced correctly by the feature button programmed on the sets. For example if CCR Tree 3, Park and Page Node 1 has been configured then the corresponding feature code required would be Feature 931.

- If a customer assistance box (CAB) is not working correctly, check within Element Manager that its DN's name has been created in the correct format i.e nnnnnXY. The format represents nnnnn as a five character name for the CAB, X identifies the number of the CCR Tree that contains the required Park & Page Node and Y identifies the Park & Page Node within that tree. For example the name could be Sales21 where CCR Tree 2 node 1 is to be utilised.

- If the Scheduled Page feature is not functioning correctly, ensure that the Time and Date settings configured against the required Scheduled Plan are correct.

- If the One Button Text feature is not functioning ensure that the feature code that is configured against the text message and destination DN does not conflict with any existing feature codes in use on the BCM. For example if you are using the one button page feature with 16 features relating to CCR Trees 1 and 2, the first available one button text feature code would be F931 as for example F911 and F921 would conflict with the Park and Page feature codes relating to CCR Trees 1 and 2.

- For Park and Page features generally, always ensure that the DN's to be paged are assigned to the correct page zones within Element Manager.

Avaya Documentation Links

- Advanced Paging Productivity Pack Configuration Guide
- Advanced Paging Productivity Pack Quick Reference Guide